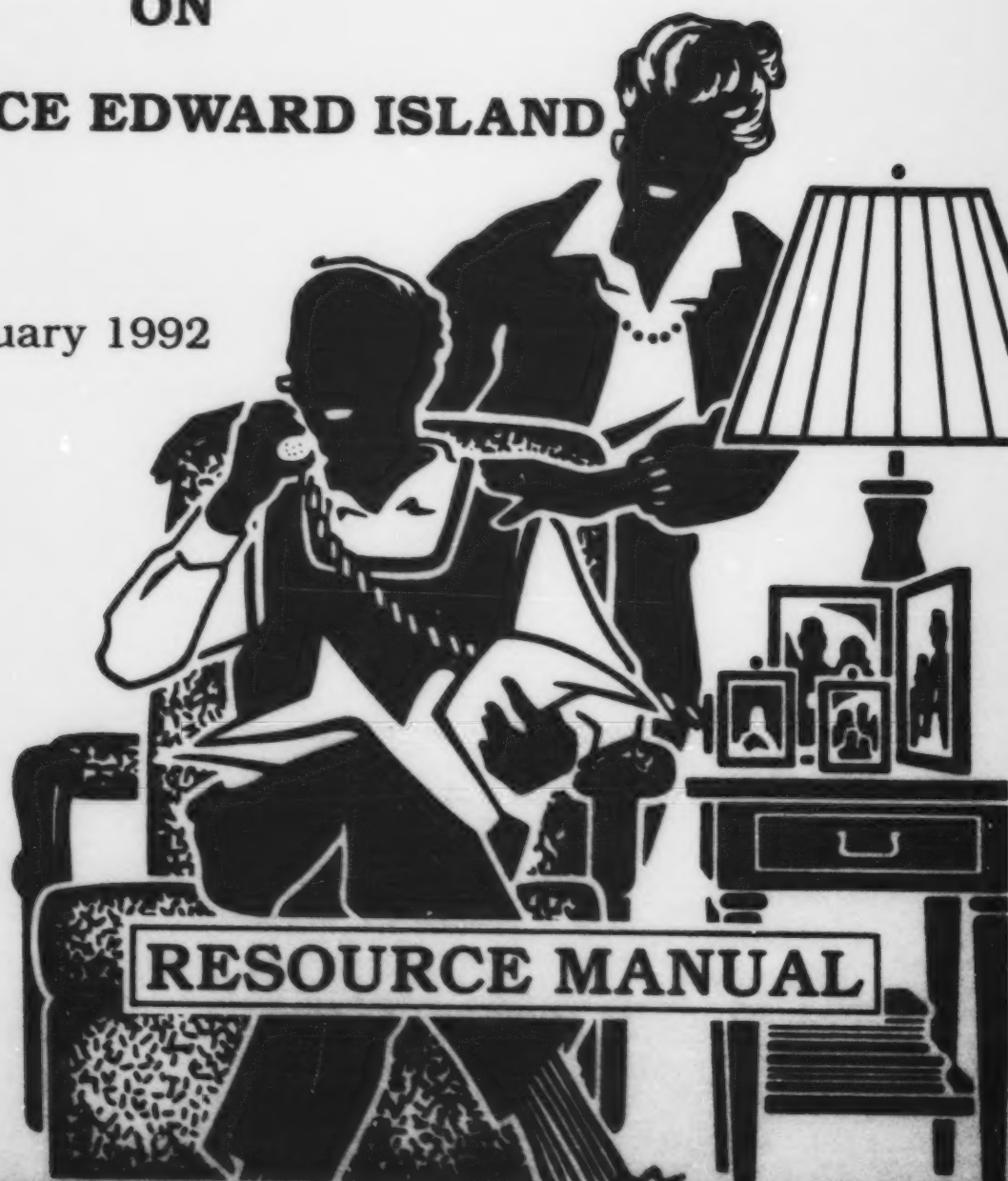


“SERVICES FOR SENIORS”

**ON
PRINCE EDWARD ISLAND**

January 1992



RESOURCE MANUAL

"SERVICES FOR SENIORS"

ON

ON PRINCE EDWARD ISLAND

Compiled by Minister Responsible for the Elderly
Department of Health & Social Services

January 1992





This manual on Seniors Services illustrates the diversity of resources available throughout our Island community. Our senior population, the largest per capita in Canada, is well served by the organizations and volunteer groups included in this resource manual, and we hope it will assist seniors to access these services.

A great deal of research has gone into the preparation of this manual, but inevitably some group or service will be excluded. Please send any information, concerns or comments to:

Minister Responsible for the Elderly
Department of Health and Social Services
P.O. Box 2000
Charlottetown, P.E.I.
C1A 7N8

Sincerely,

A handwritten signature in dark ink, appearing to read "Wayne D. Cheverle". The signature is fluid and cursive, with the first name "Wayne" being more prominent.

Hon. Wayne D. Cheverle, Q.C.
Minister

PERSONAL RECORD

NAME: _____

ADDRESS: _____

PHONE: _____ POSTAL CODE: _____

SOCIAL INSURANCE NUMBER: _____

MEDICAL INSURANCE NUMBER: _____

OLD AGE SECURITY (PENSION) NUMBER: _____

NAME & TELEPHONE NUMBER OF:

RELATIVE: _____

FRIEND: _____

DOCTOR: _____

LAWYER: _____

SOCIAL WORKER

OR COUNSELLOR: _____

DRUGSTORE: _____

The business', organizations and groups featured in this manual do not necessarily reflect the philosophy of the Department of Health & Social Services and this should not be construed as an endorsement of these, excluding all others.

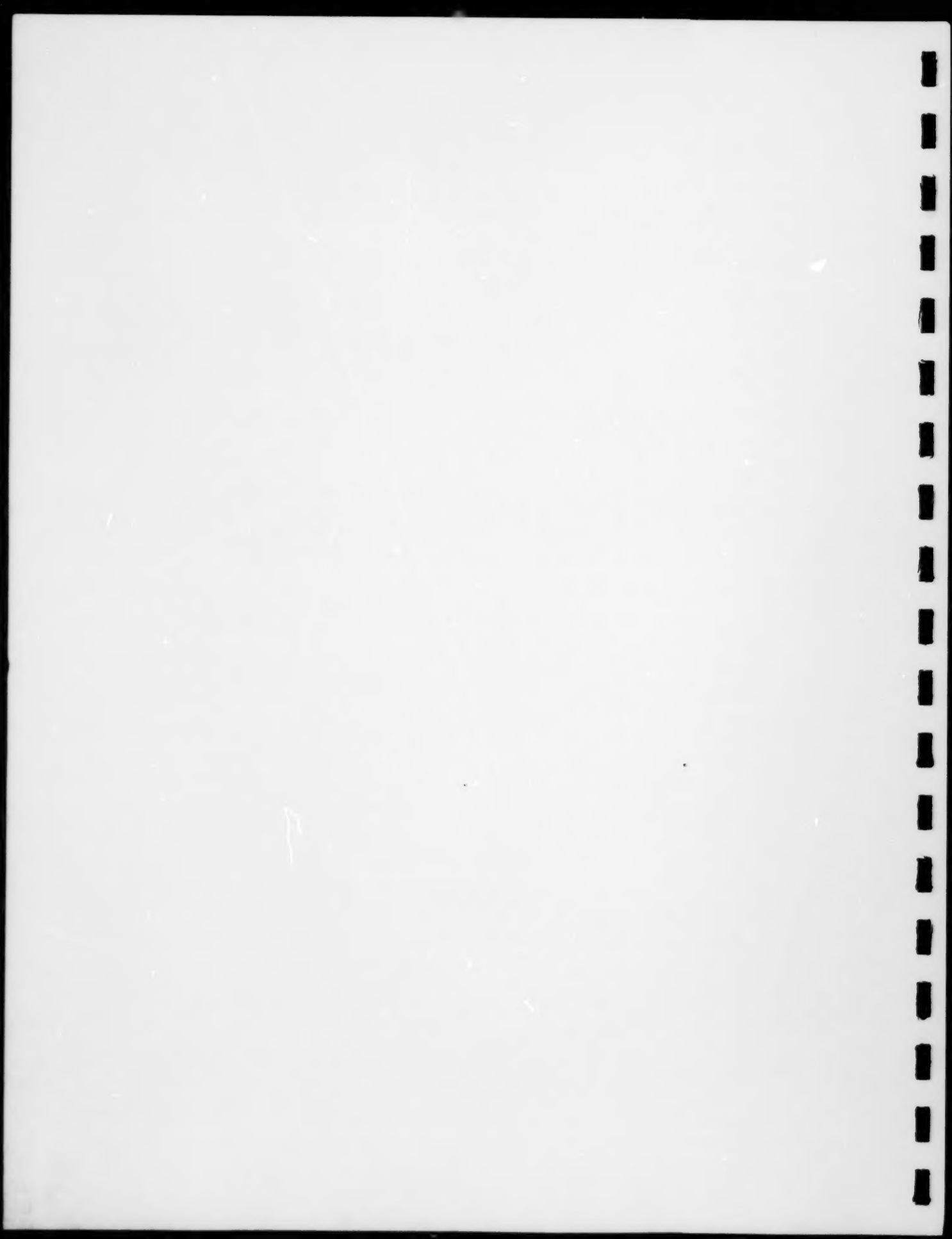


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I. EMERGENCY

Should you have an emergency and are unable to dial the number yourself:

Dial 0 for the operator and say: "This is an emergency". Give the type of emergency, the address, and the phone number. The operator will contact the proper authorities.

1. Ambulance
2. Fire Departments
3. Hospitals
4. Police
5. Poison Control
6. Response Systems

1. Ambulance

Neils Ambulance Service Inc.
112 Kensington Road
Charlottetown, P.E.I.
Phone: 892-5311

Frasers Ambulance Service
Montague, P.E.I.
Phone: 838-2459

Dingwells Ambulance
Souris, P.E.I.
Phone: 687-3299

Rooney Ambulance Service
Alberton, P.E.I.
Phone: 853-2811

Royal Ambulance Service Ltd.
320 First Street
Summerside, P.E.I.
Phone: 436-4844

West Prince Ambulance Service
O'Leary, P.E.I.
Phone: 859-3733

2. Fire Departments

Central-Kings District Office
Bridgetown-Cardigan 583-2496

Central Kings Fire Dept.
Cardigan.....583-2180

Crapaud Fire Dept.	
Charlottetown	892-2211
Eastern Kings Fire Dept.	
19 Breakwater	687-2222
Fire Emergency Call	
Alberton	853-2144
Borden	855-2001
Cardigan	583-2222
Covehead	672-2700
Eldon	659-2406
Georgetown	652-2411
Kensington	836-3311
Kent Fire Station Kent	894-3113
Kinkora - Bedeque	887-2222
Miscouche	436-5070
Montague	838-2211
Morell	961-2000
Mount Stewart	892-3338
Murray Harbour	962-3063
Murray River Fire Dept. - Murray River	962-2166
New London	886-2555
North River	566-2111
O'Leary	859-2233
Souris	687-2211
Tignish	882-3333
Tyne Valley	831-2222
Vernon River	894-4698
Wellington	854-2222
Miminegash Fire Dept.	
Miminegash	882-3666
New Glasgow Fire Dept.	
New Glasgow	894-3122
Parkdale Fire Dept.	
35 St. Peters Rd.	894-3122
St. Peters Voluntary Fire Dept.	
Emergency Fire Calls	961-2828
Victoria Fire Dept.	
Emergency Phone	658-2515

3. Hospitals

Community Hospital O'Leary	859-3110
Hillsborough Hospital, Charlottetown	368-5400
Kings County Hospital	
409 McIntyre Avenue, Montague	838-2152
Prince County Hospital	
259 Beattie Avenue, Summerside	436-9131
Queen Elizabeth Hospital	
Riverside Drive, Charlottetown	566-6111
Souris Hospital	
17 Knights Avenue, Souris	687-2467
Stewart Memorial Hospital	
Tyne Valley	831-2728
	831-2718
Western Hospital, Alberton	853-2330

4. Police Departments

Lennox Island Police Dept.	831-3408
Borden Police Dept.	
244 Borden Avenue	855-2228
Police Emergency Calls	
Charlottetown	368-2677
St. Eleanors	436-5519
Summerside	436-9222
(24-hour inquiries)	436-9244
R.C.M.P.	
Charlottetown	566-7111
Sherwood-Parkdale	894-7383
Charlottetown	566-7100
Alberton	853-2255
Souris	687-2027
Montague	838-2352
Borden	855-2222
Summerside	436-9244

5. Poison Control

Poison Control # Island Wide:
No Charge Dial - 1-800-566-8161

6. Response Systems

The emphasis during the past few years has been on individuals remaining independent as long as possible. Private companies and service clubs provide extra security via a twenty-four hour emergency beeper service.

Health Line

Health Line is a personal emergency beeper device available to anyone on P.E.I. Service can be life saving if you live alone or are left alone. If an individual became suddenly ill or had an accident, a tap on a portable button relays a pre-programmed message to a local 24-hour monitoring centre.

It costs \$35.00 a month and a small installation fee.

For more information:

Write: Health Line Services
10 Birchhill Drive
Sherwood, P.E.I.
C1A 6W5

Telephone: 902-892-LINE (5463)

FAX: 902-892-8156

Lifeline

Lifeline is a personal emergency response system that helps elderly and disabled people maintain independence in their own homes.

Each Lifeline Subscriber has a Lifeline Home Communicator at home and a Personal Help Button worn around his or her neck. At the first sign of trouble, the subscriber can squeeze the Personal Help Button. An electronic message is sent via telephone to the Lifeline Emergency Response Centre where trained personnel arrange for help. Lifeline has the ability to aid even an unconscious subscriber through a timing mechanism which, if set, activates the electronic message.

At the Lifeline Response Center, the subscriber's information file lists his or her name, telephone number, medical condition and the names of persons (called Responders), who are to be notified in an emergency. The subscriber selects the Responders who are usually neighbours, family members, or friends.

The Technician on duty at the Emergency Response Center calls the subscriber once an emergency signal is received. If the subscriber answers the phone, the Technician evaluates what help may be needed based on an established emergency protocol. If the phone is not answered, the Technician, assuming that the subscriber is unable to respond, contacts a responder who can get to the home quickly and be available to advise the Technician on the status of the subscriber's condition.

This program is made available through the efforts of the Hillsborough Rotary Club. The monthly service fee is \$15.00 for each subscriber, subject to future change pending increased operational costs.

In view of the fact that the program is a public service that has some legal risk to the Hospital, subscribers are required to agree to provide the Hospital a complete release from legal responsibility.

Persons who are interested and feel they would benefit from Lifeline, should contact C. Rozanna Gorveatt at the Queen Elizabeth Hospital 566-6361.

Head Office: Lifeline Systems Canada Inc.
31 Bearberry Place N.W.
Calgary, Alberta
Canada
T3K 1R5
Phone: 403-275-3868
Toronto Phone: 416-283-2211

**Medic Aid Alert
Response Systems
P.E.I.**

The Main Street Messenger is an emergency response device consisting of a telephone (with many options) and a pendant with an alert button which can be pressed to summon assistance.

For further information contact the P.E.I. Alert Line representative in your area.

Queens County	-	Richard Campbell	-	628-1844
		Sandy Galbraith	-	892-7760
		Donald A. Cairns	-	569-2844 or 628-7370
Montague	-	Mona Peardon	-	838-2133
Summerside	-	Brian J. Wedge	-	436-2126
West Prince	-	Elmer McRae	-	882-2661

P.E.I. Alert Inc.
P.O. Box 2991
Charlottetown, P.E.I.
C1A 8C5
Phone: (902) 628-8803

7. Medic Alert Bracelets

Medic Alert bracelets help identify medical problems in emergency situations. The bracelets contain information on any medical condition you may have should you be in trouble and unable to speak.

There is a small lifetime membership fee which includes the cost of the bracelet and an information file available twenty-four hours a day to doctors and hospitals. For further information write to:

Canadian Medic Alert Foundation
176 St. George Street
Toronto, Ontario
M5R 2N1

DESCRIPTION OF SERVICES

VOLUNTEERING

The services provided in this manual rely heavily on volunteers. Communities are becoming more involved in services and more sensitive to the needs of community residents.

The majority of organizations could use willing individuals to assist them, so if you can provide some time, call the group that most interests you and offer your services. Their numbers are printed in this manual.

II. COMMUNITY SERVICES AND SUPPORT

1. Abeqweit Recreation and Sports for the Disabled

The Abeqweit Club was established in 1974 in the Summerside area to provide recreation and sports for the physically disabled. The Club provides trips, social functions, table games, darts, bowling and arts and crafts.

The Clubs activities are often held at the Kinsmen Centre, North Market Street in Summerside.

For information contact:

Abeqweit Recreation & Sports for the Disabled
P.O. Box 50
Central Bedeque, P.E.I.
COB 1G0
Phone: (902) 887-2585

2. Amyotrophic Lateral Sclerosis Society

Amyotrophic Lateral Sclerosis (Lou Gehrig's Disease) is a relentlessly progressive irreversible disease of the nervous system. The disease rapidly leads to total paralysis with average life expectancy from diagnosis to death of two and one-half years.

The A.L.S. Society on P.E.I. as well as those throughout Canada endeavour to provide direct support to people with A.L.S.; their families and friends. They try to create public awareness and to raise money for research.

For further information:

ALS Society
P.O. Box 191
Summerside, P.E.I.
C1A 4Y8
Phone: 436-9619

3. Arthritis Society

The Arthritis Society is a national organization established in 1948.

Arthritis, a major cause of disability among Canadians, is not a single disease. The term is applied to many disorders which cause pain, swelling and stiffness in and around joints. There are one hundred different kinds of Arthritis and related diseases - some are serious, some not.

The main objectives of the organization are research into finding causes and cures for Arthritis and Rheumatism, educating the public, and assisting health professionals and government to bring about rapid and continuous improvement in quality of care for arthritis sufferers.

Contact: Arthritis Society
P.O. Box 1537
Charlottetown, P.E.I.
C1A 7N3
Phone: (902) 659-2869

4. Brecken House

Brecken House in the Prince Edward Home is a day program which encourages interpersonal interaction and intellectual stimulation, thus enabling an individual to live a more independent and healthy lifestyle. The day program is open to seniors sixty years and over and some services they provide are: 1) transport clients to and from the facility 2) arrange group and individual social and recreational activities 3) provide client access to nursing, dietetic and health care services only as required.

Please contact: Brecken House
5 Brighton Road
Charlottetown, P.E.I.
C1A 8T6
Phone: 902-368-4440

5. Canadian Cancer Society

The Canadian Cancer Society has been active on P.E.I. since 1938. The society has over 2000 volunteers and 30,000 donors and they concentrate on patient services, public education, research, fund raising and advocacy.

Some programs include:

Reach To Recovery - program provides understanding, encouragement and practical help from people who have been there.

Can Surmount - consisting of volunteers who have experienced cancer. These people provide emotional support for cancer patients and their families, to understand and cope with cancer. This group also provides services for patients in financial need such as drugs, dressings, ambulance services, prostheses, etc.

Each year the P.E.I. Division provides financial assistance to over 150 cancer patients. The society provides volunteers to make presentations in the schools and through local community clubs and organizations on early detection and

prevention. They also distribute over 25,000 information pamphlets each year.

The Advocacy Committee develops policies and strategies for the societies influence in public issues pertaining to patient care, cancer research, prevention and treatment as well as government policies.

For more information please call 566-4007 or visit office at 131 Water Street, Charlottetown, P.E.I.

6. Canadian Diabetes Association (P.E.I. Division)

This association is concerned with the cure, education and support of those with Diabetes.

Contact: 65 MacGill Avenue
P.O. Box 133
Charlottetown, P.E.I.
C1A 7K2
Phone: 894-3005

7. Canadian Hemophilia Society

The P.E.I. Society was formed in 1966 and is affiliated with the national and international organization.

Hemophilia is an inheritable disease characterized by the deficient activity of blood clotting factors.

The main objective of the organization is to educate parents, doctors and the public on Hemophilia.

Contact: Canadian Hemophilia Society
P.O. Box 2951
Charlottetown, P.E.I.
C1A 8C5
Phone: (902) 566-6313

8. Canadian Human Rights Commission

The Canadian Human Rights Act prohibits discrimination on the grounds of race, national or ethnic origin, colour, religion, age, sex, marital status, family status, conviction for which a pardon has been granted and disability.

The Act applies to all federal government departments, agencies and crown corporations, business and industry under federal jurisdiction such as banks, airlines, railway companies, telecommunication companies and transport companies that exceed provincial boundaries.

Pamphlets and information on the Act and specific information on various aspects of discrimination are available free of charge from the commission.

Please contact: P.O. Box 3545
Halifax, Nova Scotia
B3J 3J2

Phone: Toll Free 1-800-565-1752
Atlantic Provinces 902-426-8320

9. Canadian Mental Health Association

Canadian Mental Health Association
P.E.I. Division
P.O. Box 785
Charlottetown, P.E.I.
C1A 7L9
Phone: 902-566-3034

Fitzroy Centre Clubhouse
170 Fitzroy Street
Charlottetown, P.E.I.
Phone: 566-5111

Aims

1. To promote and protect the mental health of islanders.
2. To insure islanders with mental health problems have access to the best possible services.

The organization provides islanders experiencing long-term mental illness with more community support through New Direction - a socialization club which gives members a chance to enjoy games, outings, crafts, etc. in an atmosphere of support and acceptance.

Longworth House - a supportive group home.

White Cross Program - which continues to provide recreational activities for both current and discharged patients of Hillsborough Hospital.

10. Canadian National Institute of the Blind

The C.N.I.B. is a non-profit voluntary organization and United Way member agency which receives financial assistance in the form of private donations, bequests, campaigns and funding from governments. Many services are available to anyone whose vision is impaired to the extent that it interferes with or restricts normal activities. Some services are available only to legally blind persons and proof of blindness is required in order to qualify. Services range from counselling to provision of braille books. Individuals are encouraged to contact the Charlottetown Office for more information.

C.N.I.B.
284 Grafton Street
Charlottetown, P.E.I.
C1A 1L7
Phone: 1-902-566-2580

11. Canadian Paraplegic Association, P.E.I. Division

The Association provides invaluable support and assistance to persons with a spinal cord injury or a substantial mobility impairment.

The group provides personal and family counselling to realistically accept and adjust to a major disability.

Assistance obtaining assistive devices, transportation, housing, community services and career planning.

The Association consults with community and government bodies at all levels to foster and promote improved social conditions for the physically disabled

Canadian Paraplegic Association
P.E.I. Division
P.O. Box 2188
18 Queen St., Suite 103
Charlottetown, P.E.I.
C1A 8B9
Phone: 902-566-2224

12. Canadian Red Cross Society

The Canadian Red Cross is a registered Canadian Charity operating 17 humanitarian programs. They founded the National Blood Transfusion Service and run 17 blood transfusion service centres across the country.

Red Cross is protected by governments around the world. It stands for seven principles: humanity, impartiality, neutrality, independence, voluntary service, unity and universality.

The Red Cross provides financial and physical support for disaster relief and development programmes around the world. It operates a tracing and reunion service and keeps Canadians informed about humanitarian law.

The Red Cross Safety Services promote safety and attempts to reduce the number of accidents leading to injury and death.

Red Cross Youth aims to develop humanitarian concerns, promote voluntarism and improve health and safety practices among young people.

The Red Cross provides without charge, a series of services for seniors. One of these is sickroom equipment loan service whereby equipment such as wheelchairs, walkers, crutches, etc. are provided for the care of a sick individual in the home.

They also operate a community response program in Souris, Evangeline, Summerside, Charlottetown and North Rustico. This program provides social contact and transportation mainly for seniors.

Friendly visiting is one of several senior's services. This includes regular visiting between two people, one a volunteer and the other a person in need of a friend.

The Red Cross also offers Meals-on-Wheels, Fun & Fitness, telephone chains, parties, outings and buddy systems.

The aim of Seniors Services is to provide opportunities for senior adults to give as well as to receive services thereby remaining as independent as possible.

The Red Cross is one of the largest voluntary organizations in the world. If you would like to become a volunteer or would like to access Red Cross services please call:

Divisional Office -	
Charlottetown (toll free)	- 628-6262
Kings Branch, Montague	- 838-2992
Prince Branch, Summerside	- 436-2570
Souris	- 687-2291
O'Leary	- 859-2400

or write to:

The Queens Regional Branch
62 Prince Street
Charlottetown, P.E.I.
C1A 4R2

13. Catholic Family Services Bureau

The Catholic Family Services Bureau is a non-profit organization whose purpose is the promotion and strengthening of the quality of family life. This is achieved through educational programs and counselling. The services are extended to all individuals regardless of race, religion or income level.

Contact: The Catholic Family Services Bureau
P.O. Box 698
129 Pownal Street
Charlottetown, P.E.I.
C1A 7L3
Telephone: 894-8591

14. Protestant Family Service Bureau

The Protestant Family Service Bureau is a non-profit organization whose main objective is to provide counselling and social services to the general public. The bureau has also begun a group counselling program for men who want to stop being abusive with their partners. Services are extended to all.

Contact: Protestant Family Service Bureau
75 Fitzroy Street
P.O. Box 592
Charlottetown, P.E.I.
C1A 7L1

Phone: Charlottetown - 892-2441
Summerside - 436-9171

15. Prince County Family Service Bureau

Prince County Family Service Bureau is a private non-profit agency whose purpose is to strengthen family life as the foundation of human society. It offers services and resources that serve to support, strengthen and enhance individuals, families and communities.

Contact: Prince County Family Service Bureau
277 Notre Dame Street
P.O. Box 1648
Summerside, P.E.I.
C1N 2V5
Phone: (902) 436-9171

16. Cerebral Palsy Association (P.E.I.)

Cerebral Palsy Association is an educational and service orientated group. Their aim is to develop a greater understanding and awareness of this condition through education and to provide services to the Cerebral Palsied and their families.

The association holds recreational and social activities, obtains wheel-chairs and other special equipment and provides transportation. Funding is provided through the United Way, fund raising and donations.

For further information contact:

P.E.I. Cerebral Palsy Association
202 Queen Street
P.O. Box 2702
Charlottetown, P.E.I.
C1A 8C3
Phone: 892-9694 or 894-9488

17. Citizen Advocacy for Mentally Handicapped

An organization that matches people labelled mentally handicapped with volunteer advocates, who, by providing a combination of supports help individuals lead more meaningful and fulfilling lives.

Contact: Citizen Advocacy for Mentally Handicapped
171 Hillsboro Street
P.O. Box 280
Charlottetown, P.E.I.
C1A 7K4
Phone: 566-3523

18. Council on Smoking and Health

The P.E.I. Council was formed in 1977 and affiliated with the Canadian Council.

Their objectives are to promote and coordinate programs of the council, and find appropriate ways and means to increase present efforts in education.

They wish to promote and support legislation directed toward reducing health hazards associated with smoking and identify and promote the rights of nonsmokers.

Please contact: Council on Smoking and Health
16 Fitzroy Street
P.O. Box 2000
Charlottetown, P.E.I.
C1A 7N8
Phone: 902-368-4960

19. Day Programs

This service is provided in some manors in many areas of the province. It provides the opportunity for seniors to interact socially, take part in varied activities and access health and grooming services. Contact the manor in your area for further information.

20. Diabetes Education Centres

There are six centres on P.E.I. initiated to provide information to the diabetic and the family so treatment can be managed effectively at home. All diabetics are eligible whether new or long term and referrals are made by physicians.

The staff provides courses and follow-up to diabetics including appointments with the nurse and nutritionist, assessment of self blood glucose monitoring, encouragement and support.

The centres are located in Charlottetown, Mona Wilson Centre - 368-4959 and Summerside, Prince County Hospital Nurses Residence - 436-4994 as well as the Outreach Program offered in four other communities on an as need basis.

Please write to: Diabetes Education Centre
P.O. Box 2000
Charlottetown, P.E.I.
C1A 7N8

Diabetes Education Centre
271 Lidstone Avenue
Summerside, P.E.I.
C1N 3G6

21. Disability Information Services of Canada

This project is a national computerized communication network that aims to be accessible to persons with any type of disability. DISC allows users to send electronic mail, hold electronic phone conversations, join an open discussion on an electronic bulletin or a computer conference. This service can help a person find information sources or find someone who shares a common interest.

Associations representing persons with disabilities, service providers, libraries, professionals and governments as well as disabled Canadians, Colleges and Universities can use DISC.

The program is supported by the Department of the Secretary of State through the Disabled Persons Participation Program.

Directory of Federal Services: Disabled Persons Minister of Supply and Services Canada. The Department of the Secretary of State Status of Disabled Persons Secretariat, Ottawa, Ontario.

Contact: Disability Information Services of Canada
Ottawa, Ontario
K1A 0M5
Phone: (819) 997-2412
Area served: Canada
Toll free number: 819-997-2412

22. Handi-Travel

Handi-Travel is a resource book for Disabled and Elderly Travellers by Cinnie Noble. It is a comprehensive travel guide for travellers with mobility, hearing and sight disabilities. It provides detailed information on transportation by air, rail, bus and ship both in North America and overseas.

Handi-Travel is a project of the rehabilitation Council of the Disabled in conjunction with Transport Canada.

The book costs \$12.95 plus postage.

Please contact: Canadian Rehabilitation Council for the Disabled
1 Yonge Street, Suite 2110
Toronto, Ontario
M5E 1E5

23. Heart and Stroke Foundation of Prince Edward Island

The Heart and Stroke Foundation of Prince Edward Island is a not-for-profit organization managed by its own Board of Directors. The mission of the Foundation is to further the study, prevention and reduction of disability and death from heart disease and stroke through research, education and the promotion of healthy lifestyles.

The Foundation considers community education to be a priority in the fight against heart disease and stroke. This is achieved through various channels such as public forums, educational programs, presentations to community groups, and resource materials.

We provide numerous information pamphlets and videos on such topics as heart disease, stroke, nutrition, exercise, stress, smoking and blood pressure. Heart smart cookbooks are available for retail at our office.

Various programs are offered through the Foundation. They include the following:

"Change of Heart" -- therapeutic exercises and rehabilitation program for men and women who have heart disease or have had a heart attack or bypass surgery.

"Fit for Life" -- activity-based educational program for the reduction of cardiovascular disease risk factors through lifestyle modification targeted to the general public who have one or more risk factors of heart disease.

"Cardiac Education" -- program to educate participants about heart attacks and/or heart surgery, how it can affect your life and how you must alter your lifestyle and learn to live with heart disease. Targeted to individuals who have suffered a heart attack or who have had cardiac surgery.

"Foods Course/Grocery Store Tour" -- course to assist adults to improve their dietary intake by increasing their knowledge and skills in the selection and preparation of nutritious foods that have specific characteristics relevant to cardiovascular health.

For more information contact:

Education Director
Heart and Stroke Foundation of P.E.I.
40 Queen Street
Charlottetown, P.E.I.
C1A 7K4
Phone: (902) 892-7441

24. Hospice

Hospice is a team of professionals and trained volunteers organized to assist in the care and support of the **terminally** ill of any age and their families. Assistance may take any form, be it physical, emotional, or spiritual.

The Hospice team composed of physicians, nurses, clergy, trained volunteers, the patient and the patients family consult to discuss the needs of all concerned and work together to improve the quality of remaining life. Support is also extended to the family during the mourning period.

Hospice philosophy recognizes that it is not always possible to cure diseases, however, helping someone to die is really helping them to live more fully during the last stages of life.

Hospice works on a referral service from your physician and there is no fee for Hospice services.

For more information please contact one of the local chapters in your area:

- Queens County:** Island Hospice Association
Eric Found Health Centre
Charlottetown, P.E.I.
C1A 8T6
Phone: 368-4498
- Kings County:** Eastern Kings Chapter
Souris Hospital
Souris, P.E.I.
COA 2B0
Phone: 687-3562
- Prince County:** Island Hospice Association
Summerside Chapter
Nurses Residence of Prince County
Hospital
Summerside, P.E.I.
C1N 2A9
Phone: 436-5386 ext. 176
- West Prince:** West Prince Chapter
c/o Western Hospital
Alberton, P.E.I.
COB 1B0
Phone: 853-2330 ext. 53

25. Island Information Services

This service provides information on Government programs. They aid in the preparation of brochures and advertising while answering questions about P.E.I. and providing limited translation services. They operate a government bookstore and stock free and priced publications.

Contact: Island Information Services
Jones Building
Phone: 368-4000
No charge dial - 1-368-5050

26. Kidney Foundation of Canada

The P.E.I. Branch of the foundation was established in 1970. Their main objective is to help raise money for kidney research and provide moral support for patients and families with kidney problems. They also seek to inform the public of kidney disorders and supply donor cards for persons wishing to donate their organs after death.

Please contact: Kidney Foundation of Canada
P.O. Box 2324
126 Richmond Street
Charlottetown, P.E.I.
C1A 7N7
Phone: (902) 892-9009

27. Literacy Councils

The Council was formed in Charlottetown in 1978 and is part of Laubach Literacy International, a world-wide organization. The Summerside council came into existence in 1978 and the West Prince in 1981.

Each council is comprised of a group of volunteers trained to help adults who cannot read very well or at all. This service is provided free of charge, is confidential and on a one-to-one basis. The council meets at least twice yearly, and offers a ten-hour training workshop to interested volunteers. Any person who can read can help - no teaching experience is necessary.

Please contact: Literacy Councils Project Office
179 Queen Street
P.O. Box 400
Charlottetown, P.E.I.
C1A 7K7
Phone: 902-368-3620

28. Meals on Wheels

This program prepares hot nutritious meals which are delivered to your home by volunteers. There is a small fee for the meals, but they are available to individuals who have difficulty with meal preparation.

For further information please contact the Office in your area.

Alberton	- 853-2794	O'Leary	- 859-2445
Charlottetown	- 894-3954	Souris	- 687-3370
Kensington	- 368-3794	Summerside	- 436-3042
Montague	- 838-4600	Tignish	- 882-2008

29. Multiple Sclerosis Society

The main objectives of the M.S. Society are patient services and the emphasis on finding a cure for Multiple Sclerosis. The society offers support in

research for a cure, supplies when needed, wheelchairs, walkers and other aids when prescribed by a doctor, home and hospital visits and social activities for patients. The society has organized four self-help groups in Charlottetown, Montague, Summerside and O'Leary and also provides a M.S. clinic at the Queen Elizabeth Hospital to assist people with respect to their problems with Multiple Sclerosis.

The society meets every two months at the Charlottetown Kinsmen Centre on Queen Street and is funded by donations, membership fees and community activities.

For more information contact:

Kay Reynolds
Eric Found Centre
Charlottetown, P.E.I.
C1A 8T6
Phone: 892-9402

30. Parkinson Foundation of Canada

Parkinson's Disease is a chronic progressive neurological disorder caused by reduction of dopamine (which sends messages from nerve cells to the muscles to produce movement) in the brain.

P.E.I. has a self help group for sufferers of this disease and their families.

Please contact: Parkinson Self Help Group

Rice Point R.R.#2
Cornwall, P.E.I.
COA 1H1
Phone: 902-675-2416

31. P.E.I. Addiction Services

Substance use of various kinds, from the drinking of alcoholic beverages to illicit and prescribed drug use is so common that the problems that arise from this use represent a major health concern in our communities.

P.E.I. Addiction Services believe chemical dependency is a treatable disease and that people afflicted by it have the capacity to recover. This service offers a full range of preventative and treatment programs.

For further information please contact the addiction service in your area.

Addiction Services of Prince Edward Island
Central Administration
P.O. Box 37
Charlottetown, P.E.I.
C1A 7K2
Telephone (902) 368-4379
FAX (902) 368-5544
Executive Director - H. Killorn, M.D.

Prince County Addiction Services
216 Schurman Avenue
Summerside, P.E.I.
C1N 4W6
Telephone (902) 436-4201

Queens County Addiction Services
65 McGill Avenue
P.O. Box 1832
Charlottetown, P.E.I.
C1A 7N5
Telephone - (902) 368-4026

Kings County Addiction Services
Breakwater Street
P.O. Box 100
Souris, P.E.I.
C0A 2B0
Telephone (902) 687-2150

32. P.E.I. Association for Community Living

The P.E.I. Association for Community Living was formerly known as the Association for the Mentally Retarded and established its island branch in 1952.

It is a non-profit organization of volunteers backed by professional staff whose main objective is to promote and enhance the quality of life for all persons with an intellectual handicap as well as their families. The Association provides an information and referral service; an advocacy role, and public education on prevention and relative issues in the field of mental retardation and family support.

There are six local branches of the Association throughout the province, in Charlottetown, Montague, Souris, Tignish, O'Leary and Summerside.

For information please contact:

Association for Community Living
P.O. Box 280
Charlottetown, P.E.I.
C1A 7K4
Phone: (902) 566-4844

33. P.E.I. Council of the Disabled

This council is a non-profit organization that exists to improve the lifestyle of people with disabilities through advocacy, awareness activities and issue examination. Some programs include designated parking for mobility limited persons (Province wide), Resource Library, Referral Service, and an Outreach

Employment Program which provides job counselling and referrals to both persons with disabilities and employers across P.E.I.

Please contact for additional information:

P.E.I. Council of the Disabled
P.O. Box 2128
164 Richmond Street
Charlottetown, P.E.I.
C1A 7N7
Phone: 902-892-9149
Toll free fax 1-566-1919

34. P.E.I. Multicultural Council

The P.E.I. Multicultural Council promotes cooperation and understanding among all ethnic/cultural groups in the province. It encourages ethnic/cultural activities and exchanges to assist ethnic/cultural associations to research, preserve and share their heritage with all islanders.

Please contact: P.E.I. Multicultural Council
228 Grafton Street
Charlottetown, P.E.I.
C1A 1L4
Phone: 892-3614

35. P.E.I. Recreation and Sports Association for the Physically Challenged

This association is a registered, charitable, non-profit organization which receives partial funding from the P.E.I. Government, general membership and through contributions.

Target groups of the P.E.I.R.S.P.C. include those persons who, because of physical disability, are experiencing difficulty in participating in a satisfactory and meaningful range of recreation and sport activities.

The primary objectives include improving the quality of life for the physically challenged person, ensuring the adequate provision of sports and recreation opportunities for physically challenged persons and assisting via the staff, other organizations and professionals in planning and implementing recreation and sport programmes designed to meet the needs of physically challenged individuals.

For more information please contact.

Recreation and Sport Consultant
3 Queen Street
P.O. Box 841
Charlottetown, P.E.I.
C1A 7L9
Phone: 368-4542

36. Postal Security Alert

This security service seeks to serve the elderly and disabled living alone, by keeping a daily watch on premises and reporting any irregularities to the proper authorities.

Contact: Allan MacKinnon
P.S.A. Coordinator
Letter Carrier Section
Charlottetown Post Office
Charlottetown, P.E.I., C1A 4A0

or

Letter Carrier Alert
P.O. Box 285
Summerside, P.E.I.
C1N 4Y8

37. Provincial Correctional Centre

The Provincial Correctional Centre is part of the P.E.I. Department of Justice, Community and Correctional Services Division. Community involvement is important to create a public awareness about the centre and corrections on P.E.I. in general. The involvement takes two forms, community members volunteer their services at the correctional centre and inmates provide volunteer work service in the community. Services offered are: general labor, clean-up, repairs, gardening and lawn maintenance.

The services operate out of the correctional centre and to obtain services, organizations must be non-profit in nature, i.e. schools, churches, camps, etc.

Please contact: George Noble
P.O. Box 2710
Charlottetown, P.E.I.
C1A 8C3
Phone: 902-368-4590

38. Queen Elizabeth Hospital Lodge

The Queen Elizabeth Hospital Lodge is a project of the Q.E.H. Auxiliary. The large four bedroom house located at 283 Fitzroy Street is a patient support service which provides a comfortable and inexpensive place to stay for Islanders with a family member in the Q.E.H.

For further information:
Mrs. Theresa Briand
283 Fitzroy Street
Charlottetown, P.E.I.
C1A 1S8
Phone: 894-8114

39. Recovery Inc.

Recovery Inc. is a self help after care for people who share a common problem - nervous symptoms and fears. This organization for adults over 18 helps prevent nervous patients from becoming chronic, and mental patients from having relapses.

Meetings are held Monday nights 7:30 at St. Dunstan's Basilica (Dorchester St. Entrance).

Please contact: Recovery Inc.
Mount Stewart R.R.#5
P.E.I.
COA 1T0
Phone: 651-2535
Richie Whalen
Group Leader

40. Richmond Centre

Provides assessment, treatment and consultation services for individuals and families experiencing mental emotional problems.

Please contact: Community Mental Health Services
Richmond Centre
197 Richmond Street
Charlottetown, P.E.I.
C1A 7N8
Phone: 368-4430 (Emmett Bradley)

or

Community Mental Health Services
P.O. Box 2000
Charlottetown, P.E.I.
C1A 7N8

41. Rotary Club of Charlottetown

Rotary Club of Charlottetown is a service club whose primary concerns are seniors and the disabled. They assist in funding many seniors activities, awards and functions for these groups through fund raising activities sponsored by the club.

Contact: Rotary Club of Charlottetown
P.O. Box 608
Charlottetown, P.E.I.
C1A 7L3
Phone: 566-4600

42. Royal Canadian Legion

Royal Canadian Legion is a National Organization with an international affiliation. The Charlottetown Legion was established in 1926. Their main objective is to help veterans and their families. Meetings are held monthly with monthly newsletters being distributed to the veterans. There is also a legion magazine from Ottawa. The organization also has an annual meeting.

Services offered are:

- a) weekly visits to the veterans in the hospital.
- b) donation to social services at Christmas time in order to buy Christmas packages.
- c) Financial aid to youth organizations.
- d) poppy fund for Veteran Service officers.
- e) financially assist handicapped children.

The veterans sell poppies for funds every year before Remembrance Day.

The Last Post Fund

The Last Post Fund is a non-governmental organization that exists to ensure that no former member of Her Majesty's or Allied Active Service Forces, or certain civilians who die in indigent or friendless circumstances, need receive a pauper's burial in Canada. These same services are available to former members of a Canadian Active Service Force and certain civilians if death occurs outside Canada.

The fund may pay an amount, subject to revision from time to time, towards the services normally provided by a funeral director, plus the cost of a grave, including the opening and closing, and will also provide and erect a suitable marker.

Application should be made to the Fund prior to finalizing the arrangements. If, due to extenuating circumstances, application was not made prior to burial, and the Fund would otherwise have accepted responsibility, the Fund may still provide financial assistance and erect a gravemarker.

Representatives of the Fund may be reached by contacting your Royal Canadian Legion, funeral directors or Department of Veterans Affairs office.

For information please contact:

Royal Canadian Legion
99 Pownal Street
Charlottetown, P.E.I.
C1A 3W4
Phone: (902) 892-6022

43. Salvation Army

The Salvation Army founded in 1865 is an international religious and charitable movement organized and operated on a quasi-military pattern and

it is a branch of the Christian Church. Its membership includes officers (clergy) soldiers/adherents (laity) members of varied activity groups and volunteers who serve as advisers, associates and committed participants in its service functions.

The motivation of the organization is love of God and a practical concern for the needs of humanity. This is expressed by a spiritual ministry, the purposes of which are to preach the gospel, disseminate christian truths, supply basic human necessities, provide personal counselling and undertake the spiritual and moral regeneration and physical rehabilitation of all persons in need who come within its sphere of influence, regardless of race, color, creed, sex or age. The Salvation Army can provide food orders, supplies, overnight accommodations, services for family emergencies and work in the field of alcoholism. The army also operates Sunset Lodge, a sixty-five bed mixed (male and female) nursing home in Charlottetown. (See section on Housing).

For further information please contact:

Family Services
158 Fitzroy Street
Charlottetown, P.E.I.
C1A 7K2
Phone: 902-892-8870
Souris - 687-2380
Montague - 838-2298

44. Seniors Infoline

The Senior's Infoline (368-7538) is an information service which provides a toll free number throughout P.E.I. The line which began as a pilot project in January 1990, provides information on services, supports and other concerns of seniors. Phones are peopled from Monday to Friday, 9:00 a.m. to 4:00 p.m. except holidays.

45. Seniors Scene Magazine

The Seniors Scene Magazine is published four times a year and is distributed free of charge to seniors. The magazine contains information and commentary on a variety of subjects of interest to all, not only seniors. The magazine is published by Harken Publishing, Harry Kennedy - Manager.

Contact: P.E.I. Senior's Scene
P.O. Box 3096
Charlottetown, P.E.I.
C1A 7N9

46. Social Work Department - Queen Elizabeth Hospital

The Social Work Department at the Queen Elizabeth Hospital provides counselling services, discharge planning, adjustment counselling, grief

recovery group, psychotherapy, crisis and supportive counselling.

Contact: 566-6299

47. St. John Ambulance

This agency provides volunteer first aid and safety coverage at public events, instruction to the public schools, industry and government, as well as comprehensive home care and child care programs. They also offer a wide variety of first aid and Cardio Pulmonary Resuscitation courses.

St. John Ambulance is presently involved in the planning and building of St. John House, a combination seniors housing and day care facility.

Contact: St. John Ambulance
57 Queen Street
P.O. Box 1235
Charlottetown, P.E.I.
C1A 7M8
Phone: 566-5477 or 368-1235

48. Telephone Pioneers

Telephone Pioneers is a national organization of over eight hundred thousand members that works with the hearing impaired, visually impaired and the mentally handicapped. There are twelve chapters in Canada.

The organization is comprised of people who have been in the communication business for fifteen years or more and upon retirement from paid employment, the individual automatically becomes a life member.

Telephone Pioneers, in association with Island Telephone provides many worthwhile services to the public. Large dial plates for the phone, touch tone pads, repair service for talking books and Impaired Hearing Handsets and Confidenser (voice amplifier for people who have low voices.) These items are free of charge with a certificate signed by a doctor. TDD (Telecommunication Device for the Deaf) are \$300.00 no tax if certificate is signed by a doctor. This device is for a person who is completely deaf. On May 8/91 Relay Service was started in P.E.I. and Nova Scotia enabling the hearing to call the deaf and the deaf to call the hearing, order a pizza, make an appointment, call for reservations, etc. by calling 1-800-267-6511.

The Pioneers will assemble a telephone device to suit a disabled persons needs.

For further information on Telephone Pioneers and the services they provide please contact:

Evelyn Dover
c/o Island Telephone Co. Ltd.
P.O. Box 820
69 Belvedere Avenue
Charlottetown, P.E.I.

C1A 7M1

Phone: (902) 566-0281

49. Transition House Assoc.

The organization believes people have the right to live in an environment free from physical and/or emotional abuse. The main objectives are to provide a safe and supportive shelter for women and children affected by domestic violence. They coordinate legal, social and residential services to persons affected by domestic violence and they provide the public and appropriate governmental agencies with available information on the problems and needs of persons victimized by domestic violence.

The Association also provides second stage housing for women leaving Anderson House, for a period of nine months, which can be extended if necessary to allow sufficient time to re-establish their lives.

Anderson House is the Association's shelter for battered women.

The house, located in central Charlottetown is staffed at all times with trained people and offers a safe and supportive shelter for women and their children, allowing them an opportunity to examine their situation and contemplate options.

For information on Anderson House and Transition House please contact:

Executive Directors Office
81 Prince Street
P.O. Box 964
Charlottetown, P.E.I.
C1A 7M4
Phone (Business) - 368-8658 or 368-7337
Crisis Phone (no charge dial) - 1-892-0960

50. United Way of P.E.I.

The United Way of P.E.I. promotes the organized capacity of islanders to care for one another by raising funds during its annual campaign on behalf of twenty-three member agencies.

The United Way has two partner agencies. The Red Cross Society of Canada and the P.E.I. Division of the Red Cross. Other member agencies are:

The Canadian Arthritis Society
Canadian Mental Health Association
Canadian National Institute for the Blind
Cerebral Palsy Association
Council of the Disabled
Gencheff Childrens Camp
St. John Ambulance

Basilica Recreation Centre
Boys and Girls' Clubs of P.E.I.
Boy Scouts
Girl Guides
Y.M.C.A.
Big Brothers - Big Sisters of P.E.I.
The Canadian Red Cross
P.E.I. Division of the Canadian Red Cross
Catholic Family Service Bureau
Citizen Advocacy for Mentally Handicapped
Prince County Family Service Bureau
Protestant Family Service Bureau
Transition House Assoc. of P.E.I.

The United Way of P.E.I. also gives financial support to nine tag-day agencies, as well as individual programs not included in the above material. These include supplying hospital equipment, hospital visits, Christmas hampers, making quilts and clothing for needy children and families, assistance to senior citizens, support of Music Festival and training of youth.

Please contact: The United Way of P.E.I.
P.O. Box 247
Charlottetown, P.E.I.
C1A 7K4
Phone: (902) 894-8202

51. United Ostomy Association of P.E.I.

This organization assists in the rehabilitation of ostomates (persons who have undergone colostomy, ileostomy or urostomy operations.) It provides educational materials, counselling and support to patients and their families. Through membership, patients can receive a ten percent discount at ostomy supply vendors.

Please contact: United Ostomy Association of P.E.I.
Linda Harding - President
82 Westcomb Crescent
Charlottetown, P.E.I.
C1C 1B4
Phone: (902) 894-7231

52. Voluntary Resource Council

The V.R.C. is a network of sixty-five autonomous P.E.I. voluntary organizations. The Council was founded in 1978 by a group of volunteers who

wished to form an umbrella organization which would provide various volunteer groups on P.E.I. with shared-cost services so as to enable the growth of the volunteer sector. This council has a volunteer board of directors who are responsible for the centre, staff, supplies, meeting rooms and the acquisition of funds.

Voluntary Resource Council objectives are to:

- 1) Promote and improve communication and cooperation among non-profit voluntary organizations on P.E.I.
- 2) Provide services and facilities to such organizations, and coordinate programmes for them.
- 3) Study and promote volunteerism throughout the province.
- 4) Assist voluntary organizations in their development.

The council publishes a monthly newsletter, "Networking", which provides a forum for groups to promote their services and activities, as well as activities and projects of the Voluntary Resource Council.

Contact: 81 Prince Street
Charlottetown, P.E.I.
C1A 4R3
Phone: 368-7337

The volunteer groups under the umbrella organization are:

1. Advisory Council on the Status of Women
2. AIDS on P.E.I.
3. Alert
4. Amnesty International
5. Association of Nurses of PEI
6. Belfast Lions Club
7. Canadian Council for International Cooperation
8. Canadian Mental Health Association
9. Canadian Parapalegic Association
10. Canadian Parents for French
11. CARAL (Canadian Abortion Rights Action League)
12. Central American Information Group
13. Citizens Against Farm Foreclosures
14. Community Museums Association
15. Cooper Institute
16. CUSO
17. Eckankar
18. Environmental Coalition of PEI
19. Epilepsy PEI
20. Extension & Summer Session UPEI

21. Farmer Clergy Working Group
22. Gateway Cooperative Ltd.
23. Hensley Green Co-operative
24. Hillsborough Rotary Club
25. Immigrant Women of P.E.I.
26. Interagency Committee on Domestic Violence
27. Island Media Arts Co-op
28. Island Peace Committee
29. Joyriders
30. Kings Square Housing Co-op
31. Latin American Mission Program
32. Lesbian and Gay Phoneline
33. Meals on Wheels
34. Milton Acorn Festival
35. National Association of Women and the Law
36. National Farmers Foundation
37. National Farmers Union
38. Oxfam
39. Parkdale/Sherwood Headstart
40. PEI Association of Social Workers
41. PEI Cerebral Palsy Association
42. PEI Council of the Disabled
43. PEI Cross Cultural Information Association
44. PEI Dietetic Association
45. PEI Multicultural Council
46. PEI Rape & Sexual Assault Crisis Centre
47. PEI Social Work Registration Board
48. Protestant Family Service Bureau
49. Provincial Literacy Council
50. Queens County Association for Community Living
51. Route 15 Enterprises
52. Rural Dignity of Canada - PEI Branch
53. Salvaide
54. Separated Widowed and Divorced Support Group
55. Services for Adult Survivors
56. Sir Andrew MacPhail Foundation
57. Southern Kings Group Home
58. Spiritual Assembly of the Baha's of Charlottetown
59. Tools for Peace
60. Transition House Association
61. Triple Threats

- 62. Women for Sobriety
- 63. Women's Network
- 64. World Food Day Committee
- 65. Zonta Club of Charlottetown

53. Aids, P.E.I.

This group is a community based, non-profit voluntary group of concerned citizens who have established an aids network to heighten community awareness and facilitate access to resources, information and support.

Contact: Box 2772
Charlottetown, P.E.I.
C1A 8C4
Phone: 902-566-6100

54. Allergy and Environmental Illness Group

This Group wishes to provide support and information to individuals suffering from allergies, allergic asthma and environmentally induced illness. Resource information is available at the Council of the disabled - 892-9140.

55. Alzheimer Disease Society

The Society started by families affected by this disease, offers support to families facing the diagnosis for the first time. The society has as its goals, support information, education research and fundraising.

Contact: Alzheimer Disease Society
166 Fitzroy Street
Charlottetown, P.E.I.
C1A 1S1
Phone: 628-2257

56. Alzheimer Respite Program

This program seeks to offer support and relief to the caregiver of an alzheimer patient. They also offer a day program for people with Alzheimer disease so as to enhance their quality of life.

Contact: 166 Fitzroy Street
Charlottetown, P.E.I.
C1A 1S1
Phone: 902-566-3379

57. Anxiety and Phobia Self-Help

This group is in the formative stages and at present is not meeting.

Contact: 566-3665.

Depression Self-Help

Contact: Tignish: Box 38,
Tignish COB 2B0 - 882-3840

Charlottetown - 566-3034

58. Emotions Anonymous

The group is based on the twelve step program of AA especially designed to assist those who suffer from emotional illness. It is designed to help people realize they are not alone with emotional problems and that they can learn to live at peace with unsolved problems.

MEETINGS:

Charlottetown: For meeting times contact 566-3034

Richmond: At the Immaculate Conception Church,
Thursdays at 8:30 p.m.

St. Louis: At the Elementary School
Monday at 7:00 p.m.

Summerside: Miminigash, Mondays, 7:00 p.m.
Wednesday 8:30 p.m.

59. Bereavement

Souris: Winnie MacKay 357-2105 or 687-3562

60. Grief Support Group

These groups are for anyone experiencing difficulty coping with the loss of a loved one. The group offers the opportunity to share fears and feelings in a safe, confidential environment.

MEETINGS

Summerside: A 10-12 week series. It is a serial group process.

Charlottetown: A group meets September to April every second Sunday at the Assumption Church, Southport, 145 Stratford Rd. Call Shirley for meeting times.

Contact:

Souris: Winnie MacKay 357-2105 or 687-3562

Summerside: St. Paul's Grief Recovery Group
Father John Lacey, 289 Winter St.
Summerside, C1N 1N4 436-5112

or

Rev. Charles Wagner, Chaplain,
Prince County Hospital 436-9139

Charlottetown: Shirley Arsenault 569-2686 or 566-9880

61. 50 Plus

This is a drop in centre for people 50 and over which includes scheduled activities two to three times per week. The centre provides a social atmosphere for people 50 and over to get together. The centre is open Monday to Friday from 1:00 - 5:00 at the Montague Legion.

Contact: 112 Fraser Street
Montague, P.E.I.
COA 1R0
Phone: 838-5005

62. Social Club

This is a club in the Montague area for seniors who are lonely, depressed or who wish to help others.

Contact: Box 1500
Montague, P.E.I.
COA 1R0
Phone: Mary Kelly or Sylvia Knox
838-2992

63. The Beginning Experience

The Beginning Experience is a weekend program designed to help widowed, separated and divorced persons make a new beginning in life through a powerful, intense and positive experience of hope. Although the program was designed by and for Catholics, it is open to men and women of all faiths.

In P.E.I. the weekend is presently held three times a year - autumn, mid winter, and spring. Early registration is recommended.

Contact:	Mrs. Jean Blanchard	Mrs. Lorena Gillis
	138 Upper Prince Street	Travellers Rest
	Charlottetown	436-5911
	C1A 4S7	
	894-3510	

III. EDUCATION

1. Community School

Across the province Community Schools are open to the public starting in the early winter months. There are a wide range of courses offered such as

dancing, woodwork, crocheting, cake decorating, etc. These courses are given by volunteers and are made available to you at a small cost.

Watch your newspaper and church bulletin for information concerning where and when Community School is available in your community. A contacts' name will be listed also.

2. Elderhostel

Elderhostel is an educational programme for seniors on the move and the University of Prince Edward Island is one of the many universities across Canada involved in this programme.

Elderhostel is open to anyone 55 years of age and older who is interested in being introduced or re-introduced to the education process. It involves one week of specially designed courses whereby the senior becomes familiar with Island life. The senior lives in residence and becomes exposed to campus life.

The week involves such things as trips to the MicMac Indian Village, Lieutenant-Governors Home, the Bird Sanctuary, etc. Some of the courses available are History of P.E.I., College of the Island and Folklore of P.E.I.

Cost for the Elderhostel week is \$245/week and \$50.00 fee to Elderhostel.

For more information please contact the Extension Department at the University. Telephone: 566-0336.

Apply to: Elderhostel Head Office Canada
33 Prince Arthur Ave.
Suite 300
Toronto, Ontario
M5R 1B2

3. Holland College

Holland College is the continuing education, Community College of Prince Edward Island and it is committed to responding to identified community needs. The college organizes courses in Charlottetown, Summerside, Montague, Souris and West Prince. Holland College has made adaptations over the past several years to make its facilities more accessible to disabled persons. These include ramps, entry curbs, and wheelchair lifts which should assist to integrate disabled students into regular programs. Community services provide support and college staff are sensitive to special needs.

Senior students are also welcome at the college. Continuing Education courses especially for seniors have been offered in the past few years and the 91/92 year offers Exploring Computers for Seniors, and Quality of Life Style for Seniors, as well as other college courses that may be of interest.

Senior students are also entitled to a 20% discount in tuition fees in any current course or program. For more information contact the Holland College Centre in your area.

HOLLAND COLLEGE CENTRES

Charlottetown Centre
140 Weymouth Street
Charlottetown, P.E.I.
C1A 4Z1
Phone: 566-9636

Summerside Centre
425 Granville Street
Summerside, P.E.I.
C1N 3C4
Phone: 888-6400

West Prince Centre
P.O. Box 37
Elmsdale, P.E.I.
COB 2B0
Phone: 853-2200

Montague Centre
Main Street
Montague, P.E.I.
COA 1R0
Phone: 838-4070

Souris Centre
120 Main Street
Souris, P.E.I.
COA 2B0
Phone: 687-3341

4. University of Prince Edward Island

The University of Prince Edward Island has made a variety of non-credit courses available to those over 60 at no tuition or book cost. These courses are held throughout the year on the campus and senior citizens are encouraged to participate in furthering their education.

For further information contact the University. They will be pleased to answer any questions you have or assist you in any way they can.

Telephone: 566-0608 (Registrar)

or

Write: The University of Prince Edward Island
550 University Avenue
Charlottetown, P.E.I.
C1A 4P3

IV. FEDERAL PROJECTS

1. New Horizons

The possibilities for projects which are funded under this Federal Health and Welfare Canada program are almost endless. A wide range of activities have been supported by this program, reflecting the wealth of knowledge, energy and enthusiasm which older people have to offer. The idea is to actively involve retired people in the life and needs of their own community.

To submit an application there must be ten interested volunteers (most of whom are over the age of 60 or retired) who would be willing to assume responsibility for managing and directing the activity.

These grants are meant to provide operating funds for up to 18 months of the life of the project.

For more information on this program please contact:

New Horizons
3 Harbour Side
Suite 101
P.O. Box 1238
Charlottetown, P.E.I.
C1A 7M9
Phone: 566-7857

2. Canada Employment Centres

Age is not a barrier to participation in any of the services available at Canada Employment Centres. Services include pre-employment orientation, employment counselling, aptitude testing, information on jobs available, referral to potential employers and referral to available training and job experience opportunities.

Contact: Canada Employment Centre
85 Fitzroy Street
Charlottetown, P.E.I.
C1A 8K1
Phone: 566-7749

Outreach Projects

Non-profit groups and agencies at the community level operate these projects funded by Employment and Immigration Canada. Some of these projects specialize in providing services to older workers.

There are various projects sponsored by Employment and Immigration Canada to assist older workers such as Job Re-Entry, Skill Shortages and other projects designed especially for seniors.

V. FINANCIAL

1. Banking Privileges

Credit Unions, Trust Companies and Banks on Prince Edward Island in addition to regular banking services often offer special privileges to seniors. The minimum age defining senior varies from 55 to 65 years. Privileges and special services may include some or all of the following - bonus interest, discounts on safety deposit boxes, no service charges on bill payments, free

chequing and banking by mail. Services vary with each institution, so check with your local branch for special benefits.

2. Federal Programs

a) Canada Pension Plan

Individuals in the labor force acquire and retain protection for themselves and their families against loss of income at age 65, disability or death. Phone: 566-7850

b) Disability Benefits

Contributions to the Canada Pension Plan may entitle you to a Disability Pension. Should you become disabled and cannot work, you, or a person acting on your behalf can apply at your nearest Income Security Programs Office. You will receive a monthly payment which should continue until you are no longer considered disabled or until your death. When you reach age 65, your disability pension automatically changes to a Canada Pension Plan Retirement Pension.

For more information call:

Charlottetown - 566-7850

Summerside - 436-9191

c) Guaranteed Income Supplement

This is an additional benefit to those recipients of Old Age Security who have little or no income. Amounts are dependent on marital status and total income.

d) Old Age Security

The Old Age Security Pension is available to Canadian Residents when they reach 65. It may also be available to non-residents and recent arrivals depending on the length of time they have resided in Canada. Canadians should apply at least six months prior to their 65th birthday. Benefits are adjusted regularly relative to the cost of living.

e) Spouses Allowance

If you are between 60 and 65, are living with (as husband or wife) a person who is receiving the Old Age Security Pension and the guaranteed income supplement, you may be eligible for a spouses allowance.

f) Survivors Benefits

If your parent or spouse made contributions to the Canada pension Plan or the Quebec Pension Plan, you may be eligible for Survivors Benefits. There is a lump sum benefit normally payable to the estate to

help with funeral expenses. There is a monthly benefit payable to the surviving partner and children to age 18 or up to 25 if they are in continuing education.

g) Widows Allowance

If you are a widow or widower between the ages 60-65 and were legally married to your spouse, you may be eligible for the widows allowance.

3. Revenue Canada Taxation

This federal department will assist some seniors in the preparations of their income tax returns free of charge. They will also speak to groups on Taxation if requested.

For more information please contact:

Revenue Canada Taxation
90 Richmond Street
Charlottetown, P.E.I.
C1A 8L3
Phone: (902) 566-7200

4. Tax Deferral Program for Senior Citizens

This tax deferral program was set up by the Provincial Government to aid senior citizens living in P.E.I. The idea behind this program is to lower the cost of living for eligible senior citizens by allowing those interested to apply for a deferral of all property taxes.

To be eligible, you or your spouse must own your residence in P.E.I. and at least one of you must be receiving the Guaranteed Income Supplement (G.I.S.) from the Federal Government. Household income must be fifteen thousand dollars or less.

For further information contact:

Department of Finance
Revenue Division
P.O. Box 880
Charlottetown, P.E.I.
C1A 7N8
Phone: 368-4070

5. Welfare Assistance Act

Financial Assistance is offered under the authority of the Welfare Assistance Act which ensures the provision of financial support to those in need. A persons income/assets from all sources must be less than the allowable expenses outlined in the regulations, in order to be eligible to receive benefits. Sources of income taken into account include wages, pensions,

unemployment insurance and any other income. Assistance is available for items of basic need such as food, clothing and shelter, as well as items of special need such as dental and optical care.

For more information contact the Health and Social Services in your area.

Charlottetown Office - 368-5330
Montague Office - 838-2992
Toll free - 651-2062
Morell-St. Peters - 961-2627
Toll free - 961-2554
Souris Office - 687-7060
Cardigan Residents - 838-4098
Summerside Office - 436-7294
Alberton, O'Leary Office - 859-2400
Tyne Valley (Toll free) - 831-2110
Tignish Residents
Toll free - 853-2918

VI. HEALTH SERVICES

1. Department of Health and Social Services

This Provincial Government Department is responsible for carrying out a number of services to the citizens of Prince Edward Island. These services include Audiology (Hearing), Counselling, Dentistry, Nursing, Nutrition, Oncology (Cancer) Control, Pharmacy, Public Health, Rehabilitation, Speech Therapy and Special Care.

The Departments direct services are offered through Regional Offices, Public Health Centres, Manors and the Central Office in Charlottetown.

Regional Service Centres

Regional Service Centres are located across the province to assist Islanders to access services provided.

Kings County

Montague
Southern Kings Regional
Service Centre
P.O. Box 1500
Montague, P.E.I.
COA 1R0
Phone: (902) 838-2992

Souris
Eastern Kings Regional
Service Centre
P.O. Box 550
Souris, P.E.I.
COA 2B0
Phone: (902) 687-7060

Prince County

O'Leary
West Prince Regional
Service Centre
P.O. Box 8
O'Leary, P.E.I.
COB 1V0
Phone: (902) 859-2400

Summerside Regional
Service Centre
290 Water Street
P.O. Box 3
Summerside, P.E.I.
C1N 1B4
Phone: (902) 436-7294

Queens County

MacMillan Building
17 Haviland Street
P.O. Box 2000
Charlottetown, P.E.I.
C1A 7N8
Phone: (902) 368-5330

a) Aging and Extended Care

This division operates seven manors, provides financial assistance to residents of licensed private and non-profit homes, provides counselling to aged persons and their families with respect to service needs, overall care programs, and problems associated with chronic illnesses of the aged.
Phone: 368-4980

b) Audiology

Audiology identifies, assesses and rehabilitates hearing disorders. Audiology services are provided by the Department of Health & Social Services and are available in Charlottetown at the Audiology Clinic, located in the Queen Elizabeth Hospital.

Regional Clinics are also held on a monthly basis in Provincial Manors located in Alberton, Montague, Souris and Summerside.

For further information, please call the Audiology Clinic at 566-6133 or write to:

Audiology Clinic
P.O. Box 6600
Charlottetown, P.E.I.
C1A 8T5

The Clinics are held in the following manors:**Kings County**

Colville Manor
Souris, P.E.I.
Telephone: 687-2380

Riverview Manor
Montague, P.E.I.
Telephone: 368-4190

Queens County
Beach Grove Home
Charlottetown, P.E.I.
Telephone: 368-4190

Prince County
Maplewood Manor
Alberton, P.E.I.
Telephone: 853-2383

Summerset Manor
205 LeFurgey Avenue
Summerside, P.E.I.
Telephone: 436-9261

Wedgewood Manor
310 Brophy Avenue
Summerside, P.E.I.
Telephone: 436-4831

c) **Environmental Health Division**

This division inspects facilities which serve the public including among others; hospitals, schools and nursing homes. They also investigate nuisance complaints (insects, rodents, garbage and odours), do microwave analysis, swimming pool analysis, food poisoning investigations, and food service sanitation instruction. Phone: 368-4970

d) **Home Care and Support**

Home Care and Support Division provides services which enable elderly or disabled persons to remain in or return to their own homes.

These services are included in a separate section of this manual. See pages 45 - 48

e) **Mental Health Division**

This division provides out-patient services in Charlottetown, Summerside and Montague as well as consultation with physicians in general hospitals.

Program services from rural and urban centres include client/patient care, consultation and educational services and coordination of government human services in the field of mental health.

This division operates Hillsborough Hospital and Special Care Centre, an acute psychiatric hospital.

Hillsborough Hospital & Special Care Centre
P.O. Box 1929 (Riverside Drive)
Charlottetown, P.E.I.
C1A 7N5
Phone: 902-368-5400

Regional Mental Health Clinics
Charlottetown - Richmond Centre - 368-4430
Summerside - S'side Health Centre - 436-9124
Montague - Riverview Manor - 838-4094

f) Nursing Services Division

This division provides community health services in various clinics throughout the province. Their objectives are to promote health, prevent illness, detect and treat disease while still providing a link between the general public and community health services. They provide a number of programs for the public's benefit. Please contact the division in the area nearest you.

Kings County

Division of Nursing
Kings County
Memorial Hospital
P.O. Box 940
Montague, P.E.I.
COA 1R0
Phone: 838-2241

Division of Nursing
Souris Hospital
P.O. Box 518
Souris, P.E.I.
COA 2B0
Phone: 687-2492

Queens County

Division of Nursing
Sullivan Building
16 Fitzroy Street
P.O. Box 2000
Charlottetown, P.E.I.
C1A 7N8
Phone: 368-4960

Division of Nursing
MacMillan Building
17 Haviland Street
Charlottetown, P.E.I.
C1A 3S8
Phone: 368-4530

Prince County

Division of Nursing
Health Centre
205 Linden Avenue
Summerside, P.E.I.
C1N 2K4
Phone: 436-9124

Community Hospital
P.O. Box 173
O'Leary, P.E.I.
COB 1V0
Phone: 859-3763

Division of Nursing
Co-operative Health Centre
P.O. Box 117
Tignish, P.E.I.
Phone: 882-3638

Division of Nursing
Kensington Community Centre
P.O. Box 511
Kensington, P.E.I.
COB 1M0
Phone: 836-3863

g) Nutrition Services

Nutrition Services works to improve the health and well being of individuals by promoting healthy eating. Good nutrition is particularly important as a person grows older. Your body needs fewer calories due to decreased activity and lowered metabolism, but nutrient needs remain high.

Information on healthy eating is available.

Contact: Nutrition Promotion Co-ordinator
Dept. of Health and Social Services
Phone: 368-4937

or the dietitian at your local manor or hospital.

h) Oncology

The Oncology Division (cancer control) provides a medical service which is available to the public from outside the department. This division provides consultation, follow-up and the treatment of cancer and cancer related problems upon referral from outside physicians. Assistance on diagnosis is given when requested. The clinic is located in Special Services at the Queen Elizabeth Hospital. Please contact your physician for a referral.

Contact for more information:

Queen Elizabeth Hospital - 566-6027

or write

P.O. Box 6600
Charlottetown, P.E.I.
C1A 8T5

i) Public Health Nursing

Public Health Nurses have used their special skills in health promotion and illness care to serve as the link between the individual and community health services. They provide services such as maternal and child health, pre-school health, health education, home nursing care, illness prevention, health maintenance and diabetes education among other programs.

Contact: Queens County Public Health Nursing
17 Haviland Street
Charlottetown, P.E.I.
Phone: 368-4530

or contact the Public Health Nursing station in your area:

Kings County

Kings County Memorial Hospital
Montague, P.E.I.
Phone: 902-838-2241

Souris Health Centre
Phone: 902-687-2492

Prince County

Summerside Health Centre
205 Linden Avenue
Summerside, P.E.I.
Phone: 902-436-9124

Community Hospital
O'Leary, P.E.I.
Phone: 902-859-3763

Co-op Centre
Tignish, P.E.I.
Phone: 902-882-3638

Kensington Community Centre
Kensington, P.E.I.
Phone: 902-836-3863

j) Speech Therapy

Speech Therapy is offered to persons of all ages who have problems with communication. Assessment, diagnosis and treatment are provided, where possible, for stuttering, pronunciation difficulties, swallowing and feeding disorders, language delay disorder and voice disorders.

Funding for the Speech Therapy program is provided by the Department of Health and Social Services and there are presently ten positions on P.E.I.

For more information please contact:

Coordinator Speech and Hearing
% Health and Social Services
P.O. Box 2000
Charlottetown, P.E.I.
Phone: 902-368-4954

2. Hospitals and Clinics

Hospitals throughout the province are listed under Emergency in the front of the manual.

Health Services are also provided at Medical Clinics located throughout the province.

Kensington Medical Clinic
25 Broadway Street
Kensington, P.E.I.
Phone: 902-836-3137

Kings County Medical Centre
Montague, P.E.I.
Phone: 902-838-2114

Eldon Clinic
Eldon, P.E.I.
Phone: 902-659-2528

Molyneaux Clinic
2 Granville Street
Summerside, P.E.I.
Phone: 902-436-7206

Bedeque Clinic
Phone: 902-887-2119

O'Leary Medical Centre
O'Leary, P.E.I.
Phone: 902-859-2100

Polyclinic
199 Grafton Street
Charlottetown, P.E.I.
Phone: 902-566-1211

Sherwood Family Medical Centre
15 Brackley Point Road
Sherwood, P.E.I.
Phone: 902-566-4734

Summerside Medical Centre
Granville North
Summerside, P.E.I.
Phone: 902-436-9283

VII. HOME CARE AND SUPPORT

Home Care and Support is a division of the Department of Health and Social Services of the P.E.I. Government. Its purpose is to provide or coordinate certain health, social, and community support services to individuals and their families. These services may help people to remain in their own homes or to return to their homes following care in a hospital or other setting.

1. Philosophy

It is the belief of the Division of Home Care and Support that individuals and/or families can be assisted to cope with both physical and social changes, with a high degree of satisfaction, in their familiar surroundings, provided adequate supportive services are available.

It is the belief of this Division that the health and social support team should be composed of multiple disciplines, each of which has an essential role to play. This approach maximizes the skills and capabilities of the various service providers in the effective delivery of home care and support.

It is the belief of this Division that the community plays a major and appropriate role in home care, complemented by professional skills when community services prove inadequate to meet the required needs.

It is the belief of this Division that services are provided to enable an individual to retain dignity and independence in their option to remain at home. In Home Care and Support, a home is defined as any residential setting other than an acute care hospital, a government manor or a private nursing home.

The Division continually evaluates "the most appropriate place for care" in recognition of the fact that mentally competent adults may decide to remain at home regardless of safety.

The services available through Home Care and Support are:

- community support services
- home care nursing
- occupational therapy
- visiting homemaker services
- adult protection services
- physiotherapy

2. Community Support Services

The community support worker has three main roles:

- to assist individuals and families to access the services they need to continue to have a satisfying life in the community.
- to work with government and community agencies or individuals to set up services to meet local needs.
- to inform and educate people about the services that are available.

Community Support Workers and Staff provide information about other services and programs available in the specific communities. Examples include:

- chores and handyman services
- daily telephone contact
- day programs
- family relief
- friendly visiting
- home deliveries
- in-home help
- meals on wheels

- residential options
- transportation

3. Home Care Nursing Program

This program provides a wide variety of nursing services in the home on a "visiting" basis at frequencies ranging from daily, weekly to monthly, or as needed. Weekend and evening services are available. The nursing care aims to promote client self care, enhance caregiver provision of care, enable earlier hospital discharge or maintain clients at home when health conditions warrant supervision.

Referrals are accepted from any source. A Home Care Nurse from each region provides liaison between local hospitals and the Home Care and Support Division to enhance discharge planning of patients and smooth transition to community based care (or home).

There is no charge for clients assessed to need Home Care Nursing, but they must cover the cost of supplies.

4. Occupational Therapy

A Home Care Occupational Therapist's role is to maximize independence within the home environment by helping clients and caregivers adapt to altered capabilities.

The Occupational Therapist provides a wide variety of services to a client, family or primary caregiver in a community setting. These services include:

- training in daily living skills such as mobility, personal care, dressing, and eating
- recommending and arranging for architectural adaptations to home, work place or community settings
- counselling and instruction in the adjustment to disability through work simplification and energy conservation techniques
- advising and training in the use of special equipment and adaptive devices, for example wheelchairs
- continuing and adjusting hospital rehabilitation programs to the home situation
- consulting, educating and training caregivers, service providers and community groups in occupational therapy techniques.

5. Visiting Homemaker Service

The nature of the service which is provided is based upon an assessment done to determine the unique requirements of each individual and family.

The Visiting Homemaker Service assists people living in the Community with personal care and/or household tasks.

The Visiting Homemaker may prepare meals, do laundry, perform light housekeeping tasks, or provide personal care.

Individuals and families on P.E.I. are eligible for this service if:

- they are unable to manage their own personal care or the routine demands of maintaining a household
- they require assistance in addition to what family and friends normally provide
- they are assessed to be in need of the services.

A fee scale is used to determine the hourly charge for the service and is based on the ability to pay.

6. Adult Protection Service

The purpose of the Adult Protection Service is:

- to provide assessments of reported situations of abuse or neglect
- to offer and provide assistance and protection where appropriate
- to bring the matter before the court when it is in the best interests of the person
- to educate caregivers and the public about abuse and neglect among adults

These services are provided by designated staff in each of five regional offices of Home Care and Support. All information is confidential; those receiving the service will have their rights protected in a manner which gives paramount consideration to their best interests.

7. Physiotherapy

This service is available on a consultant basis.

To apply to any Home Care and Support Program, contact a **Regional Office near you.**

O'Leary - 859-2400
Summerside - 436-2169
Souris - 687-3370

Charlottetown - 368-4720
Montague - 838-2772

VIII. HOSPITAL AND HEALTH SERVICES COMMISSION

1. What are the P.E.I. Hospital & Medical Services Plans

P.E.I.'s Hospital & Medical Services Plans are the result of legislation designed to provide eligible residents with coverage for basic hospital and medical treatment. This booklet provides information on the insured services for which the Commission will guarantee payment.

The Commission is responsible for administering the Hospital and Medical Services Plans. Private insurance companies offer coverage for health services which are not covered in the Provincial Plans.

The Commission may review the medical necessity of the services supplied, and may refer problem cases to its Medical Advisory Committee for recommendation. The Commission's Medical Director assesses applications for out-of-province services. The Plans are financed from general revenues of the province of Prince Edward Island. You pay no premiums.

2. Who is Eligible?

The Plans are designed to provide coverage for eligible P.E.I. residents. (A resident of P.E.I. is defined as anyone who is legally entitled to remain in Canada and who makes his or her home and is ordinarily present, on an annual basis, for at least six months plus a day in Prince Edward Island.) P.E.I. residents lose their eligibility if they are absent from the province longer than six months, unless they obtain a waiver of this requirement from the Commission.

As a general rule, anyone who has been registered and is ordinarily present in P.E.I. is eligible to receive insured benefits, except those residents who are members of the Canadian Armed Forces, Royal Canadian Mounted Police, inmates of a Federal Penitentiary and those who are eligible for certain services under other government programs such as Workers' Compensation or the Department of Veteran's Affairs.

A person who is a foreign student, tourist, transient, or a visitor to P.E.I. does not qualify as a resident of the province and so is not eligible for hospital and medical insurance benefits.

3. Am I Eligible if I Move to P.E.I. from Another Province?

All new residents must first register with the Commission in order to become eligible.

Persons who establish permanent residence in P.E.I. from elsewhere in Canada will become eligible for insured hospital and medical services on the first day of the third month immediately following the month they became a permanent resident of P.E.I. For example, if you arrive on July 4th you will become eligible on October 1st.

During this waiting period, you will continue to receive coverage from your former province of residence.

4. Am I Eligible if I Move to P.E.I. from Outside of Canada?

Persons from outside Canada establishing permanent residence in P.E.I. may be eligible on the first day they become residents of the province.

New residents will be required to show proof of Canadian citizenship and citizens of other countries will have their status in Canada confirmed with the Department of Immigration.

Permanent residents include Landed Immigrants, repatriated Canadians, returning Canadians, returning Landed Immigrants, or a Canadian citizen or spouse of a Canadian citizen assuming residence in P.E.I. for the first time.

If you are in Canada on an Employment Visa, Ministerial Permit, or other immigration document, you should contact the Commission for information on eligibility.

5. How Do I Register?

You may apply for coverage by completing a registration form, available from the Commission, medical clinics, hospitals, or a physician's office.

The Province of P.E.I. uses the federally issued Social Insurance Number as the Provincial Health Identity Number. To register, each resident must obtain a valid Social Insurance Number.

When your application has been approved, you will receive a health care card. Family members are usually registered on the same card, and you can request copies of the card for your family's use.

You must present your health care card to the physician and/or hospital each time you require insured services. The card proves that you are eligible and contains information needed by hospitals and physicians.

If you are a P.E.I. resident and have not yet registered, please contact the Commission.

6. How Do I Report Changes to My Health Care Card Information?

It is important that the information on your health care card is correct and up-to-date. Your benefits could be affected if you fail to report changes to the Commission.

Special forms for reporting changes are available at the Commission, hospitals, and at physicians' offices. Changes could include change of address, departure from the province, birth, adoption, death, marriage, divorce, separation, or a dependent leaving the home. If you are unable to obtain a form, please call or write the Commission.

7. What if I Lose My Card?

If you lose your health care card, contact the Commission and request a new card immediately.

8. What Happens When I am Temporarily Absent from Prince Edward Island?

Eligible P.E.I. residents temporarily absent from the province are covered for EMERGENCY or SUDDEN ILLNESS only.

The period of coverage will vary according to the circumstances surrounding your temporary absence. For example, persons absent each year

for winter vacations and similar situations involving regular absences, must reside in P.E.I. for at least six months plus a day each year.

Under some circumstances, coverage for emergency or sudden illness may be extended up to one year. Such circumstances could include missionary work, sabbatical leave, etc. In order for coverage to be extended, residents must apply to the Commission. Unless circumstances exist which allow extended coverage, residents lose their eligibility when they are absent from P.E.I. longer than six months.

You are advised to contact the commission for information on coverage if you are planning a lengthy absence from the province.

Students who are in full-time attendance at a university or other recognized educational institution are covered for emergency and sudden illness provided they return to P.E.I. at least once every 12 months. P.E.I. coverage will end after 12 months of continuous absence, unless a waiver of this requirement is obtained from the Commission. The student (and dependents) should then seek coverage in the new place of residence. Students must notify the Hospital and Health Services Commission when leaving the province.

Where an individual or family maintains an out-of-province dwelling at which the individual or family spends a greater portion of the year, that individual or family is not eligible for insured services under the P.E.I. Hospital and Medical Plans.

For P.E.I. residents travelling outside-of-Canada, insured services for emergency or sudden illness will be paid at P.E.I. rates only, in Canadian funds. You will be responsible for paying the difference between the full amount charged and the amount paid by the Commission. The difference may be considerable and for this reason, extra health insurance is advised when travelling outside Canada.

If you have any questions before leaving the province temporarily, it is recommended that you call the Commission to discuss your coverage.

9. Do I Need Additional Insurance While Travelling?

For Island residents travelling outside of Canada, coverage for EMERGENCY or SUDDEN ILLNESS will be provided at P.E.I. rates only, in Canadian currency. The cost for insured services may be considerably higher outside Canada. You will be responsible for paying the difference between the fee charged and the amount paid by the Commission. Therefore, residents visiting other countries are advised to obtain private medical insurance for the period they are absent from P.E.I.

When travelling elsewhere in Canada, you are covered for EMERGENCY or SUDDEN ILLNESS. You are not covered for non-emergency services while outside of the province, unless you have obtained the prior approval of the Commission.

10. What Happens When I Leave P.E.I. Permanently?

When you leave P.E.I. to establish a permanent residence elsewhere in Canada, you will be eligible to receive coverage for P.E.I. insured services, up to the last day of the second month following the month in which you arrive in the new province. (For example, if you establish permanent residency on February 27th, your coverage will end on April 30th.)

It is your responsibility to register in your new province within 30 days of arrival so that your health insurance coverage will continue uninterrupted.

When you leave Canada permanently, your coverage ends on the date of your departure.

Before permanently leaving Prince Edward Island, be sure to notify the Commission.

11. What Services are Insured Under the Hospital Services Plan?

The following hospital in-patient services are insured:

- Accommodations and meals at standard ward level.
- Necessary nursing services.
- Laboratory, radiological and other diagnostic procedures.
- Drugs prescribed by an attending physician and administered in the hospital.
- Operating room, case room, and anesthetic facilities.
- Routine surgical supplies.
- Radiotherapy.
- Physiotherapy.
- Services rendered by persons who receive remuneration from the hospital.

The following hospital out-patient services are insured.

- Necessary meals, such as are supplied to standard ward patients.
- Necessary nursing services.
- Laboratory, radiological and other diagnostic procedures.
- Drugs prescribed by an attending physician and administered in the hospital out-patient department.
- Operating room and anesthetic facilities.
- Routine surgical supplies.
- Radiotherapy.
- Physiotherapy.
- Services rendered by persons who receive remuneration from the hospital.

12. What Hospital Services are Not Insured?

Services not covered by the Hospital Services Plan include:

- Special nurses requested by the patient or family.

- Preferred accommodation (semi-private or private).
- Crutches and other such appliances.
- Drugs for use outside the hospital.
- Ambulance user fees within the province or travel expenses.
- All ambulance fees outside the province.
- Dental extractions, except in cases where the patient must be admitted to hospital for medical reasons with prior approval of the Commission.

If you are in doubt as to whether you are insured for a hospital service, please contact the Commission.

13. What Services are Insured Under the Medical Services Plan?

The Medical Services Plan is designed to pay for the cost of most **MEDICALLY REQUIRED** physicians' services. Insured services include:

- Physicians' services in the office, at the hospital, or in the patient's home.
- All necessary surgical services, including the services of anesthetists and surgical assistants where necessary.
- Obstetrical services, including pre-natal and post-natal care, new-born care or any complications of pregnancy such as miscarriage or caesarean section.
- Certain oral surgery procedures performed by an oral surgeon when it is medically required that they be performed in a hospital.
- Sterilization procedures, both female and male.
- Treatment of fractures and dislocations.
- Certain insured specialist services, when properly referred by an attending physician. (Some specialist services are not insured. See the information under the next heading What Medical Services are Not Insured?)

14. What Medical Services are Not Insured?

The following medical services are not included as insured benefits:

- Examinations (other than annual health exam) requested by the patient and those examinations requested by a third party (pre-school examinations, employer examinations, or insurance medicals).
- Group inoculations and immunizations such as those carried out in schools.
- Preparation of testimony reports, doctor's certificates, etc., required for administrative or legal purposes.
- Advice or prescriptions given over the telephone.
- Doctor's travel time.
- Cosmetic surgery unless medically required.
- Materials or drugs used by any physician while rendering medical services.
- Eye glasses or lenses or other appliances such as hearing aids, artificial limbs, or other devices.

- Acupuncture services.
- Services provided by osteopaths, optometrists, chiroprodists, psychologists, chiropractors, physiotherapists, naturopaths, podiatrists, audiologists, and services performed by a dentist.
- Eye refraction examinations by family physicians.
- Reversal of sterilization procedures.

If you are in doubt as to whether you are insured for a medical service, please contact the Commission.

15. How Do I Access Out-Of-Province Services?

Access to out-of-province service is normally initiated through your family physician. P.E.I. residents are not insured for non-emergency services outside P.E.I. unless they have received the prior approval of the Commission. You can apply for prior approval through a P.E.I. physician. The Commission will not cover the cost of these services without prior approval. Prior approval is **not** required for emergency services. Out-of-province ambulance and other transportation services are not insured by the Commission.

16. Am I Covered for Out-Of-Province Services?

The following is the general policy for out-of-province benefits:

- The Commission will pay the full cost of (P.E.I. insured) medical and/or hospital services, obtained within Canada, which are provided to you as a result of an EMERGENCY or SUDDEN ILLNESS. Coverage extends only to those services medically required at the time of the emergency or sudden illness. Any related non-emergency or elective service is not covered unless you have received the prior approval of the Commission.
- You are required to obtain prior approval from the Commission before receiving non-emergency out-of-province medical or hospital services. P.E.I. residents seeking such out-of-province services can apply for prior approval through a P.E.I. physician. Full coverage may be provided for (P.E.I. insured) non-emergency or elective services, providing that your physician makes application to the Commission. Applications may be approved in the following circumstances:

The insured (in Prince Edward Island) medical and/or hospital services is not available within the province;

There exists within Prince Edward Island only 1 medical practitioner in the required specialty.

In the opinion of an Island physician and the Medical Director of the Hospital and Health Services Commission, adequate service is not available within the province.

In the opinion of the Medical Director of the Hospital and Health Services Commission, extenuating circumstances exist and are documented that permit services to be provided in another province or territory.

Each approval for a service or related service may cover a period of not more than 12 consecutive months.

If you do not receive prior approval from the Commission for a non-emergency medical and/or hospital service to be obtained out-of-province, you will be held responsible for the total cost of the services rendered. Please note that prior approval is not needed in cases of emergency or sudden illness requiring immediate medical attention not available within the province.

For more information on out-of-province coverage, please contact the Commission.

17. Am I Insured for Services Outside of Canada?

For Island residents travelling outside of Canada, coverage for EMERGENCY or SUDDEN ILLNESS will be provided at P.E.I. rates in Canadian currency. Coverage is only provided for qualified medical doctors. Please be aware that charges for insured services are considerably higher outside Canada. You will be responsible to pay the difference between the fee charged and the amount paid by the Commission. Residents visiting other countries are advised to obtain private medical insurance for the period they are absent from P.E.I.

You will require the prior approval of the Commission to obtain out-of-country hospital or medical services not available in Canada. If prior approval is granted, the Commission will pay the full cost of the insured service.

If you are leaving Canada and have additional questions regarding coverage, please contact the Commission.

18. How Do I Claim for Services Received in P.E.I.?

When you receive service from a P.E.I. physician, the physician will use the information on your health care card to complete a claim. The claim is sent directly to the Commission for payment.

Physicians may opt-out of the Provincial Insurance Plan. They must inform you immediately that you will be billed directly for any service they provide. You may then obtain claim forms from the Commission.

19. How Do I Claim for Services Received Elsewhere in Canada?

In most cases, attending physicians in other provinces will bill to their own Provincial plan. The other province will then send a bill to the Commission, in accordance with the Interprovincial Billing Agreements. With the exception of Quebec, which is not a party to the inter-provincial agreements, the Commission will reimburse the other provinces. For services provided in Quebec, the Commission will make payments directly to the physician or will reimburse eligible residents.

Claims must be submitted within six months of the date of service.

20. How Do I Claim for Services Received Outside Canada?

In the event that you require hospital or medical services for **EMERGENCY** or **SUDDEN ILLNESS** while absent from Canada, you may either pay the total cost yourself and then claim reimbursement for the insured amount from the Commission, or you can arrange to have the insured amount paid directly by the Commission. Be sure to obtain a detailed invoice and proof of payment for the services you receive, and submit your claim to the Commission within six months of the date of service.

Services for emergency or sudden illness obtained outside of Canada are paid at P.E.I. rates, in Canadian Currency. Residents are cautioned that charges for insured services may be considerably higher outside Canada. Payment for any difference between the fee charged and the Commission payment is the responsibility of the resident. P.E.I. residents visiting other countries are advised to obtain private medical insurance for the period that they are absent from P.E.I.

If you are referred by a P.E.I. physician to an out-of-country hospital or physician for a service not available in Canada, you must receive the prior approval of the Commission. If prior approval is granted, all charges for insured medical and hospital services will be paid in full by the Commission. If you do not obtain prior approval, the Commission will take no responsibility for the costs incurred.

If you have any questions, please contact the Commission.

21. How Do I Appeal An Unsatisfactory Decision?

If you wish to complain about an act, omission, or other matter relating to the administration of the Hospital and Health Services Plans, please write to the Medical Director of the Hospital & Health Services Commission of Prince Edward Island, P.O. Box 3000, Montague, P.E.I., C0A 1R0. Phone: Montague - 838-4064 and Charlottetown - 368-5858.

IX. HOUSING OPTIONS

1. Manors

The Department of Health and Social Services through the Division of Aging and Extended Care operates seven government manors and one extended care unit on P.E.I. The manors are as follows:

Maplewood Manor (51)
Church Street
Alberton, P.E.I.
C0B 1B0 (853-2383)

Wedgewood Manor (76)
310 Brophy Street

Summerside, P.E.I.
C1N 5N4 (436-4831)

Summerset Manor (120)
205 Lefurgey Avenue
Summerside, P.E.I.
C1N 2L9 (436-9261)

Colville Manor (56)
44 Chapel Avenue
Souris, P.E.I.
COA 2B0 (687-2380)

Riverview Manor (51)
82 Main Street
Montague, P.E.I.
COA 1R0 (838-2790)

Prince Edward Home (96)
5 Brighton Road
Charlottetown, P.E.I.
C1A 8T6 (368-4440)

Beach Grove Home (132)
West Royalty
P.O. Box 3500
Charlottetown, P.E.I.
C1A 7N9 (368-4190)

() indicates number of beds

The primary purpose of these manors is to provide special care to the elderly. In general our Homes provide the following types of care:

1. **Supervisory care** is the level of care where regular monitoring and occasional assistance is provided along with basic services, such as meals, lodging and laundry, in order to contribute to the personal welfare of residents. Social and recreational activities would be important aspects of the care provided.
2. **Personal care** is the level of care which provides assistance with daily activities of living, such as dressing, grooming, hygiene and exercise, along with all of the components of supervisory care. Safety and security needs of the resident and monitoring of stable medical conditions would usually be provided at this level of care;
3. **Nursing care** is the level in which the required care is carried out by or under the supervision of a registered nurse. It includes the use of procedures and techniques by persons with appropriate training. The care of persons whose condition requires skilled, professional assessment and observation on a twenty-four hour basis would be provided at the nursing care level.

The homes and manors specialize in the provision of nursing care; consequently, most of the beds are designated at the nursing care level. Safety units are available for those residents who require this type of environment. Safety units are necessitated when residents are mobile and confused, or suffering from a form of cognitive impairment or dementia in which there is concern for the resident's safety.

Persons who require services at the supervisory and personal care levels are usually able to have their needs met in alternate accommodations in the community.

Requirements for Admission

Any resident of Prince Edward Island who can no longer reside in the community, and who does not require medical treatment provided in a general hospital or psychiatric facility, is eligible for admission.

Married couples will be accepted and provision made for them to be accommodated together when such arrangements are available and requested.

Admission is restricted to Canadian citizens or persons with landed immigrant status, and is based on an objective assessment of need for institutional care.

How to Apply

Referral for Service forms are available from the Division of Aging and Extended Care, Department of Health & Social Services, P.O. Box 2000, Charlottetown, Prince Edward Island, C1A 7N8; all Homes and Manors; all Regional Offices of the Department of Health and Social Services; and all general hospitals.

Assessment

Upon receipt of the completed form, a Placement Officer of the Division of Aging and Extended Care will visit and assess the need of the applicant. The assessment includes the care requirements, family resources, community resources, financial situation, and the need for placement in a Home.

Classification

Following the assessment, persons are classified according to need, placed on the waiting list, and assisted in obtaining interim services if necessary. Follow-up contacts are made by the Placement Officer at regular intervals.

Financial Information

General

Applicants for our Homes are required to complete a financial statement which will determine their ability to pay wholly, or in part, the cost of their care.

When determining an applicant's financial resources, all liquid assets (cash, bank accounts, stocks, bonds, or anything that can be readily converted to cash) and real property will be considered.

When personal financial resources are insufficient to meet the cost of care, supplementation is provided by the Division of Aging & Extended Care. Residents subsidized by the Division are required to contribute all their monthly income toward their cost of care.

Rates

The daily rate is an all-inclusive rate covering room and board, medical, dental, optical, hearing aids, and prosthetics. The per diem rate is adjusted yearly.

Comfort Allowance

A comfort allowance is paid to residents whose cost of care is supplemented. This fund may build to a maximum of \$300. This allowance is for the personal use of the resident to purchase items which are not provided by the Home such as shaving and grooming supplies, cosmetics, etc.

Assets

All residents are allowed to retain up to \$2,500. If liquid assets (cash, bank accounts, stocks, bonds, or anything that can be readily converted to cash) exceed this amount, the resident is billed monthly until such assets are reduced to \$2,500. The Division of Aging & Extended Care then supplements the cost of care. Following admission, residents have a responsibility to report any change in property ownership or financial status.

Under Section 41(d) of the Welfare Assistance Act Regulations the principal residence is exempt. The principal residence is usually considered to be the house, any outbuildings, and the lot on which the house is located (one acre).

Transfer of Assets

If an applicant transfers liquid assets or real property during the immediate two years prior to application, admission may be denied until a period of two years has passed from the date of transfer.

Estates

Applicants do not deed property to Government. On the death of a resident the estate is billed for the amount of financial assistance provided by the Division of Aging and Extended Care. In cases where the estate is less than \$2,500, no claim will be pursued.

In no case shall a claim be made against more than 50% of the estate if the resident is survived by a spouse or dependent.

Admission

When a vacancy occurs, the Administrator of the Home notifies the Division of the type or level of care of the available bed.

The Admissions Committee then meets and after reviewing all applications on the priority list for the area where the vacancy exists, selects a person for admission.

The Placement Officer will contact the applicant or family and offer the placement; on acceptance, the Placement Officer arranges the admission date. A complete pre-admission medical report is required, including a recent chest x-ray. The pre-admission medical form is available from the Placement Officers.

On admission the applicant is to be accompanied by a family member or friend who will meet with the Administrator, Director of Resident Care, and Key Worker where applicable.

Short-term Admission - (Respite Care)

Admission to a Manor on a temporary basis for convalescent care, assessment or vacation relief for the caregiver is available, with a maximum stay of 30 days in a 12 month period. The cost of short-term admission is based on pro-rating the maximum amount of the Old Age Security/Guaranteed Income Supplement. Application for short-term admission is made in the same manner as for permanent admission. Short-term residents will not be considered for permanent placement during their temporary stay in a Home.

Leave of Absence - Transfers

Residents wishing to return to the community to reside with a relative or friend for a short period of time may do so and shall be entitled to retain a percentage of their Old Age Security. The maximum period of such leave is two months.

Transfers between Homes can take place only if a vacancy exists and there is no immediate need in the community. Transfers must be approved by the Admissions Committee.

Withdrawals

Any applicant may withdraw an application for admission or any resident may withdraw from a Home or Manor without prejudicing the right to reapply for admission.

Private Licensed Nursing Homes

In order to assist the elderly who are residents of private licensed nursing homes and whose funds are depleted, the Department of Health & Social Services, through the Division of Aging & Extended Care, may subsidize the cost of a fixed number of residents in a licensed nursing home. This subsidy will cover the cost of room and board at the current ward rate, drugs, and other

supplies required for treatment where costs are in excess of the resident's monthly income.

All policies regarding the finances of applicants for a government Home or Manor also apply to those residents of private licensed nursing homes applying for financial assistance. In addition the following criteria must be met:

1. An applicant must have been a resident in the private nursing home and self-paying for a period of at least three (3) months.
2. There must be a vacancy in the number of Departmental subsidized beds in the nursing home.

As with residents of government Homes and Manors, a monthly comfort allowance is made available for personal comforts.

Application for subsidy in a private licensed nursing home is made through the Division of Aging & Extended Care in the same manner as application for admission to a government Home or Manor.

Additional Information

Day care services are offered to seniors in the community by the Homes and Manors. These services include therapeutic baths, hot wax treatments, blood pressure checks, exercise programs, socialization and meals.

The Division of Aging & Extended Care also provides extended care at Hillsborough Hospital & Special Care Centre and the Dr. Eric Fould Health Centre.

Personal and Supervisory care is available to the elderly throughout the province in Community Care Facilities, licensed by the Department of Health and Social Services through the Community Care Facilities Board and Nursing Home Board.

For additional information contact:

Division of Aging & Extended Care
Department of Health & Social Services
P.O. Box 2000
Charlottetown, P.E.I.
C1A 7N8
Phone: 368-4980

2. Private Nursing Homes

A private nursing home is a privately owned and operated establishment with five or more residents that is licensed by the Community Care Facilities and Nursing Homes Board under the authority of the Department of Health and Social Services. The care required by the residents is carried out by or under the supervision of a registered nurse. The type of care provided involves skilled professional assessment and observation on a 24-hour basis.

- * Dual facility - provides both community care and nursing care.

[] Total number of nursing care beds.

Private Nursing Homes

Garden Home [100]
310 North River Road
Charlottetown, P.E.I.
C1A 3M4 892-4131

Whisperwood Villa* [34]
160 St. Peters Road
Charlottetown, P.E.I.
C1A 5P8 566-5556

Lennox Nursing Home [28]
140 Water Street
Charlottetown, P.E.I.
C1A 1A7 894-4968

Sacred Heart Home [135]
13 Haviland Street
Charlottetown, P.E.I.
C1A 3S7 566-1233

Dr. John Gillis Memorial Lodge* [13]
Belfast, P.E.I.
COA 1A0 659-2337

P.E.I. Atlantic Baptist Homes [67]
16 Centennial Drive
Charlottetown, P.E.I.
C1A 6C5 566-5975

MacMillan Lodge [16]
230 Richmond Street
Charlottetown, P.E.I.
C1A 1J5 894-7173

Sunset Lodge [65]
78 Walthen Drive
Charlottetown, P.E.I.
C1A 4T8 894-7212

Clinton View Lodge* [13]
Clinton R.R.#6
Kensington, P.E.I.
COB 1M0 886-2276

3. Community Care Facilities

A Community Care Facility is a privately owned and operated establishment with five or more residents that is licensed by the Community Care

Facilities and Nursing Homes Board under the authority of the Department of Health and Social Services. These facilities provide care services such as accommodation, housekeeping, supervision with the activities of daily living, meals and personal care assistance in grooming and hygiene.

* Dual Facility - provides both community care and nursing care.

Total number of community care beds.

Community Care Facilities

Queen's County

Colville Lodge [5]
P.O. Box 508
Cornwall, P.E.I.
COA 1H0 675-2099

Clinton View Lodge* [41]
Clinton R.R.#6
Kensington, P.E.I.
COB 1M0 886-2276

Frogmore Lodge [12]
92 Longworth Avenue
Charlottetown, P.E.I.
C1A 5A7 892-7607

Whisperwood Villa* [96]
160 St. Peters Road
Charlottetown, P.E.I.
C1A 5P8 566-5556

Rosewood Residence [30]
Hunter River
P.E.I.
COA 1N0 964-2436

Raven Lea [5]
Site 3, Box 23
Charlottetown R.R.#1, P.E.I.
C1A 7J6 569-4935

Park West Lodge [42]
22 Richmond Street
Charlottetown, P.E.I.
C1A 1H4

Dr. John Gillis Memorial Lodge* [21]
Belfast, P.E.I.
COA 1A0 659-2337

Andrews Residence [49]
Malpeque Road
Charlottetown R.R.#7, P.E.I.
C1A 7J9 368-2790

Tenderwood Lodge [18]
15 Hawthorne Avenue
Charlottetown, P.E.I.
C1A 5X8 566-517

McQuaid Lodge [15]
36 Kent Street
Charlottetown, P.E.I.
C1A 1M8 892-0791

Corrigan Lodge [14]
8 Valhalla Drive
Sherwood, P.E.I.
C1A 8N4 894-5858

Old Rose Lodge [9]
319 Queen Street
Charlottetown, P.E.I.
C1A 4C4 368-8313

South Shore Villa [52]
P.O. Box 24
Crapaud, P.E.I.
COA 1J0 658-2228

River View Rest Home [20]
New Glasgow, P.E.I.
COA 1N0 964-2795
566-2260

King's County

MacKinnon Pines [18]
505 Campbellton Street
Montague, P.E.I.
COA 1R0 838-2656

Shady Rest [35]
Lower Montague R.R.#2
P.E.I.
COA 1R0 838-44298

Fraser Valley Inn [21]
P.O. Box 233, Main Street
Montague, P.E.I.
COA 1R0 838-2673

Bay View Lodge [32]
22 Washington Street
Souris, P.E.I.
COA 2B0 687-3122

Prince County

Lady Slipper Villa [47]
P.O. Box 40
O'Leary, P.E.I.
COB 1V0 859-3544

Davis Lodge [30]
Tignish,
P.E.I.
COB 2B0 882-3721

MacDonald Rest Home [28]
197 Cambridge Street
Summerside, P.E.I.
C1N 1N1 436-7359 or
854-2625

Miscouche Community
Care Villa [35]
Miscouche, P.E.I.
COB 1T0 888-2626

Buchanan Lodge [12]
Alberton, P.E.I.
COB 1B0 853-3508

4. Director of Residential Rental Property

The Director of Residential Rental Property provides information to the public on "Rental of Residential Property Act" passed in 1988 to consolidate and update P.E.I.'s legislation affecting the rental of Residential Rental Property.

The Director advises property owners and renters on rental matters, receiving and investigating complaints, holding hearings, inspecting premises and issuing decisions or orders.

Anyone wishing information should call or write:

The Office of the Director
Residential Rental Property
3 Queen Street
P.O. Box 2000
Charlottetown, P.E.I.
C1A 7N8
Phone: 902-892-0311

5. Action Housing Inc.

P.E.I. Action Housing Inc. is a volunteer, non-profit organization founded in 1977 to provide adequate housing for the disabled citizens of P.E.I. Action Housing with financial assistance from Canada Mortgage and Housing Corp.,

P.E.I. Housing Corp. and the City of Charlottetown constructed a twelve unit apartment building in Charlottetown specially designed for people with disabilities

Contact: Action Housing Inc.
P.O. Box 1824
Charlottetown, P.E.I.
C1A 7N5
Phone: 902-569-3882

6 P.E.I. Housing Corporation

The Prince Edward Island Housing Corporation is a provincial crown corporation whose central objective is to provide low and moderate income Island residents with increased access to adequate housing. Each year, its activities directly assist more than 2,000 Prince Edward Island households. Its programs have reached out to and served such diverse groups as young families, senior citizens, the disabled, those with special needs, homeowners, renters, voluntary associations, the construction industry, rural communities and municipalities.

To carry out the Province's mandate in the housing sector, the Housing Corporation maintains offices in each of the five Regional Services areas.

Regional Housing Corporation Offices

West Prince Regional Services Centre
P.O. Box 8
O'Leary, P.E.I., C0B 1V0
Phone: 859-2400

East Prince Regional Services Centre
P.O. Box 2063
Summerside, P.E.I., C1N 5L2
Phone: 436-9233

Charlottetown Field Services Office
P.O. Box 2000, 3 Queen Street
Charlottetown, P.E.I., C1A 7N8
Phone: 368-5770

Southern Kings & Queens Services Centre
P.O. Box 1500
Montague, P.E.I., C0A 1R0
Phone: 838-2992

Eastern Kings Regional Services Centre
P.O. Box 550
Souris, P.E.I., C0A 2B0
Phone: 687-7030

Senior Citizens Housing

Senior Citizen's Housing provides self-contained units for the elderly in communities throughout the Province. The federal and provincial governments provide funding for the construction and maintenance of Senior Citizen's Housing projects. Once projects have been completed, they become part of the portfolio that is managed and administered by the P.E.I. Housing Corporation. Seniors who have been residents of Prince Edward Island for at least the past year may be eligible for placement. Tenants are selected based on their need for housing assistance and their rents are based on a rent-to-income scale.

Garden Suite Demonstration Project

The Garden Suite is a modest, fully self-contained unit with separate services, designed to accommodate a senior household, located on the property of a host family. The unit is designed and built to be easily portable to another site, when it is no longer occupied by the tenant. The Garden Suite provides tenants with the security and convenience of living close to people and community important to them. The P.E.I. Housing Corporation owns one Garden Suite, located in Pleasant Valley, and will be undertaking sponsorship of a second unit in 1991 which is designated for Southern Kings and Queens area. The rent charged for a Garden Suite is based upon the income of the tenant as calculated from a rent-to-income scale.

7. Senior's Cooperative Housing Program

This program financially supported by the Government of Canada through Canada Mortgage and Housing Corporation, supports the production of cost effective co-operative housing which provides security of tenure for moderate income households who cannot afford home ownership.

Housing is owned and managed by the co-op with decisions made democratically by the members. Members collectively establish the rules of the co-op and elect a board of directors to manage the co-op's affairs. The members, by collectively managing the property can control the operating costs. There is no profit margin to be concerned with so members can minimize increases and maintain the housing charges at a level they can afford.

Members do not own their units individually but become members of the association which owns the units. There are two costs involved in joining a cooperative: a member loan and members share cost. This modest initial investment is returned to the member without interest if and when he or she decides to leave the cooperative. Unit rent is between \$25.00 to \$525.00, although some units are eligible for subsidy whereby unit rents are 25% of gross income. The following are two examples of co-operatives on P.E.I.

Pownal Square Co-Operative is a 29 unit co-op with laundry facilities, elevator and common areas. The market rent for 1 bedroom units is \$425.00 and \$450.00 and for two bedroom units \$525.00. Fourteen of the units, all one

bedroom, are subsidized. The entire building is wheelchair accessible, but one unit has been specially designed for wheelchair accessibility. This was the first seniors co-op on P.E.I., opening in February 1990.

Kensington Legion Seniors Co-Operative is a fifteen unit building sponsored by the Kensington Legion. Construction was completed in September 1991. Two units have been designated for wheelchairs, seven units are subsidized and market rent for a 1 bedroom unit is \$405.00 and a two bedroom is \$455.00.

For further information please contact:

Atlantic Peoples Housing Ltd.
P.O. Box 20026
161 St. Peters Road
Sherwood, P.E.I.
C1A 9E3
Phone: (902) 566-4729
Fax: 628-2284

8. Non-Profit Housing Program

Canada Mortgage and Housing Corporation sponsors a program to help households who cannot obtain suitable adequate and affordable rental housing on the private market, by providing assistance to organizations (public and private non-profit) to build or buy housing which they will own and manage. The housing must be for households who cannot afford accommodation without paying 30% or more of their household incomes on rent. Rent or occupancy charges paid by residents will be no more than 25% of income. Government will assist the owners for the difference between revenue and costs by writedowns of mortgage interest to two percent and interest-free repayable loans.

Provinces will select projects which are sponsored by public, non-profit corporations based on the relative cost-effectiveness of the projects and how well they serve needy households.

This program is very beneficial to seniors whose housing costs dip too deeply into their income.

The following include the non-profit and senior co-op houses on P.E.I. and their administrators.

Prince County

Mr. Allan Parks
P.O. Box 98
Miscouche, P.E.I.
COA 1T0
(Miscouche Legion
Senior Citizens)

Allan Parks 436-9191(w)
Wilfred Gallant 436-2672

Corinthian Community Homes
P.O. Box 100
O'Leary, P.E.I.
COB 1B0

Dr. George Dewar 859-2100(w)
859-2424(h)
Reaford MacLean 859-234448

St. Eleanors Lions'
Club Seniors Housing
c/o Doane Raymond
P.O. Box 1660
Summerside, P.E.I.
C1N 2V5

J.N. Arsenault 436-9155

St. Louis Seniors
c/o PEI Hsg
St. Louis, P.E.I.
COB 1B0

George Curley 892-0311

Summerside Lions
Housing Project
c/o 57 Glen Drive
Summerside, P.E.I.
C1N 4N2

Nazaire Arsenault
(Treasurer)
Allison Illsley - Pres.

O'Leary Legion
Dlvp. Corp.
P.O. Box 632
O'Leary, P.E.I.
COB 1V0

Roland Turner 859-3215
(Treasurer)

Arnold MacDonald 859-2780
(President)

Queens County

Prince Edward Island
Housing Corp.
P.O. Box 2000
Charlottetown, P.E.I.
C1A 7N8

Fred Eberman 368-5770

Parkdale Sherwood
Lions Corporation
7 Lions Crescent
Apt. 110
Parkdale, P.E.I.
C1A 8X2

Colin Jackson 368-4244

Pownal Square Co-op
Apt. 15
90 Pownal Street
Charlottetown, P.E.I.
C1A 3W5

Mary MacKay 566-3786

St. Patricks Non Profit
Housing Corp.
c/o Charles Duffy
R.R.#5
Charlottetown, P.E.I.
C1A 7J8

Charles Duffy 676-2708(h)

Martin Avery 676-2662(h)
368-4299(w)

North Shore Seniors
Housing Ltd.
Robert Palmer
Little York P.O.
R.R.#1, Little York, PEI
COA 1P0

Robert Palmer

Southport Community
Seniors Complex Ltd.
110 Mason Road
Charlottetown, P.E.I.
C1A 7J6

Carole Lowther 569-3914(w)

Kings County

Montague Manor
P.E.I. Housing Corp.
P.O. Box 2000
Charlottetown, P.E.I.
C1A 7N8

Ron Burke 838-2992

Bloomsbury S./Souris
P.E.I. Housing Corp.
P.O. Box 2000
Charlottetown, P.E.I.
C1A 7N8

Ron Burke 838-2992

Montague Legion
P.O. Box 98
Montague, P.E.I.
COA 1R0

Albert Ellsworth
Ernie Carver 962-3299

- * the following are in the process of being built:
- * East Royalty Lions Seniors Non-profit Housing Corp.
c/o Ray MacDonald
1 Avonlea Drive
East Royalty, P.E.I.
- * Evergreen Lodge Inc.
c/o Annie MacDougall
Bideford
Ellerslie, P.E.I.
COB 1J0

9. Other Options

Not necessarily available on P.E.I.:

Accessory Apartments - a self contained unit (which must be approved by the municipality) that a senior can either rent himself/herself or rent out to tenants. Homeowners can benefit monetarily as well as gaining companionship and security.

Home-Sharing - Sharing with other people young or old, can provide security as well as companionship.

Garden Suites - These are small, self contained houses, designed for seniors, that are placed on the same lot as the home of a family member. (municipal zoning approval required).

Sheltered Retirement Housing - These purpose-built apartments or groups of single-storey homes are designed for independent living. They include emergency response systems and a house manager who provides informal assistance.

Shared Housing - This housing provides a family-type environment and can accommodate up to 10 seniors who share dining, entertainment and group spaces. Private quarters range from self-contained suites to bed-sitting rooms.

Abbeyfield Concept - A live-in housekeeper attends to the daily running of the house, shopping and preparing meals.

Congregate Housing - This is similar to shared-housing but operates on a larger scale and provides more services, including meals and homemakers. Occupants have their own living quarters, including a kitchenette, and receive at least one meal a day in a communal dining room. This option is usually owned and operated by a public or non-profit agency.

X. LEGAL INFORMATION

1. Adult Protection Services

The purpose of the Adult Protection Service is 1) to provide assessments of reported situations of abuse or neglect, 2) to offer and provide assistance and protection where appropriate, 3) to bring the matter before the court when it is in the best interests of the person, 4) to educate caregivers and the public about abuse and neglect among adults, 5) and to continue to develop preventive services in this area.

These services are provided by designated staff in each of five regional offices of Home Care and Support. All information is confidential and those receiving the service will have their rights protected in a manner which gives paramount consideration to their best interests.

To apply to any Home Care and Support Program contact a Regional office near you.

O'Leary	-	859-2400
Summerside	-	436-2169
Charlottetown	-	368-4720
Montague	-	838-2772
Souris	-	687-3370

2. The Community Legal Information Association of Prince Edward Island

The Community Legal Information Association of Prince Edward Island Inc. (CLIA) is a non-profit corporation and a registered charity. Their work is called public legal education and their goal is to provide Islanders with understandable, useful information about our laws and the justice system. CLIA's work is a cooperative effort by members of community groups, lawyers' associations, government departments and interested members of the general public.

CLIA can be reached by telephone or mail for answers to general legal questions and for referrals to other agencies and professionals. It cannot provide legal advice or take clients. The association publishes a newsletter four times a year, and produces and distributes booklets and pamphlets about the law and our courts system. They prepare educational programs on radio television and in the newspapers. CLIA acts as a resource for groups who wish to inform and educate others about the law as well as providing speakers for meetings, schools and events. The association also organizes legal workshops throughout P.E.I. and plans special education projects.

CLIA offers a toll-free information and referral line to answer questions about the law, wills and estates, property and tenancy. Questions to the line cover a wide range of issues but family law is always the most common topic of concern.

The following is an sample of information CLIA provides:

Making a Will

A will is a legal document that insures that the wealth and possessions you have accumulated, great or small, are distributed as you wish.

The laws of Prince Edward Island provide that a will must be written (or typed), and signed in the presence of two independent witnesses who must sign in each other's presence; otherwise, the will is not valid. You should consult a lawyer for advice about your particular circumstances and how those circumstances relate to your will.

Advantages of having a will:

- To dispose of your property in the manner most suitable to you.
- To allow you to choose the person or persons who will manage your estate.
- To carry out your wishes most economically.

- To provide for your children according to your wishes.

For more information on legal terms and what they mean, drawing up and preserving your will, changing your will, etc., please contact:

The Department of Justice
P.O. Box 2000
Charlottetown, P.E.I.
C1A 7N8
Phone: 368-4580

or

Community Legal Information Assoc. of P.E.I. Inc.
P.O. Box 1207
Charlottetown, P.E.I.
C1A 7M8
Phone: 892-0853
Province wide toll-free - 1-892-0853

Powers of Attorney

A Power of Attorney is a legal document allowing you to give another person authority to act on your behalf. If you are the one giving the authority, you are called the principal. If you are the one receiving the authority, you are called the attorney.

Note: Even if you give someone a power of attorney, you can still act on your own behalf. You still have control of your affairs and you are free to deal with your property, bank accounts and investments.

Executor

An executor (executrix) is a term for a person or corporation that's been named to carry out the terms of a will. The executor will see that everything in the will is handled properly. The legal title of your estate (everything you own) will pass to your executor after your death and he/she will act as trustees for the heirs and beneficiaries of your estate. He/she will gather together all of your assets, pay your outstanding debts and taxes and then distribute your money and property according to the instructions in your will.

Living Will

A Living Will is a document made during your lifetime and expected, unlike a traditional will to be used during your lifetime.

THEY ARE STILL NOT LEGAL IN P.E.I. It is usually a statement made while you are in sound mind as to how you would like to have medical decisions handled. For instance you could state in your living will that you want no extreme measures taken should you have a stroke. However, until living wills are made binding, the doctors or your nearest living relative can override your wishes. Most doctors and relatives, however, like to respect the wishes of a person who is in poor physical health.

The CLIA has information on the above subjects as well as protection for seniors, guides for safety and P.E.I. laws. Call or write:

Community Legal Information Assoc. of P.E.I. Inc.
P.O. Box 1207
Charlottetown, P.E.I.
C1A 7M8
Phone: 892-0853
Province wide toll free: 1-892-0853

3. Consumer Protection

The Consumer Services Division of the Department of Justice administers Consumer Protection legislation that helps protect the consumer in the marketplace. Your best protection is in being a wise and educated consumer. Take time and ask before you buy:

- Do I really need the product?
- Can I afford it?
- Will it fit my requirements?
- Is it giving me good value for my money?
- Am I being pressured to buy?

Shop around; compare goods, prices, return policies and warranties.

The Consumer Services Division has several brochures that are available free.

If you are dealing with a door-to-door salesperson, ask for his license. Do not be pressured and never sign any document just to please a salesperson.

Remember you have a right to complain about unsatisfactory merchandise or service. It is advisable to make your complaint in writing, keeping a copy. Write to the authorized dealer, service centre or president of the company. Be sure to include your name, address, telephone number, type of product or service you bought, price paid and what you want the company to do.

Consumer Help

Consumer and Corporate Affairs Canada is a Federal Department which investigates complaints and concerns such as misleading advertising, unsafe or hazardous products, and labeling and pricing of food or other products. For information or complaints contact:

Charlottetown District Office
97 Queen Street
Charlottetown, P.E.I.
Phone: 566-7286

Mailing address: P.O. Box 575
C1A 7L1

or Provincially
Consumer Services
Department of Justice
Shaw Building
P.O. Box 2000
Charlottetown, P.E.I.
C1A 7N8
Phone: 368-4580

No charge to calling party - ask operator for Zenith 07723.

For Your Protection

Criminals often regard older persons as easy targets for many kinds of crimes. Every elderly person should be aware of these crimes and how to prevent them.

The Department of Justice (Consumer Division) has helpful pamphlets with information on "con games" and "sweet-talk crimes", door-to-door sales, mail fraud schemes such as home improvement offers, business opportunities and medical frauds. Other helpful crime prevention tips are also given.

For these pamphlets and other helpful information please contact:

The Department of Justice (Consumer Division)
P.O. Box 2000
Charlottetown, P.E.I.
C1A 7N8
Telephone: 368-4580

Coping with Death

The loss of a loved one, a job or a home can be as great a shock to the system as an illness or surgery. Just as you would postpone major decisions while healing from surgery so also you should postpone them while healing from the emotional wound or loss. Decisions regarding future lifestyle, property or moving to new living quarters can usually be postponed for a few months without too much difficulty.

Prearranged Funeral Services Act

Although the topic may be distasteful to you, it is very practical and becoming increasingly more acceptable to pre-plan certain funeral arrangements.

In November 1984, the Prearranged Funeral Services Act became law in Prince Edward Island. This act protects your money as a consumer when entering into a Prearranged Funeral Plan.

Taking care of all funeral arrangements and making the preparations while you are free of emotional strain may save you money and keep your family from making rash, hasty decisions at a time when they are upset.

Prearrangements can be made with the Funeral Home for the total cost and type of funeral service.

For more information on the Prearranged Funeral Services Act please contact:

Consumer Services Division
P.O. Box 2000
Charlottetown, P.E.I.
C1A 7N8
Phone: 368-4580

Death Benefits

Several pension plans provided by the government, by companies, or privately, include survivor benefits. As sources of income for the deceased should be checked to see what kind of provisions are made for survivors. Because of the different ways these pensions and annuities are treated under the Income Tax Act, it is important for a surviving spouse to examine all options. If you need assistance with this task, consult your lawyer, family or minister.

For more information on Death Benefits that are available to you turn to section on Finances.

4. Human Rights Commission

The P.E.I. Human Rights Commission was established in September of 1976 by the Government of Prince Edward Island for the purpose of administering the P.E.I. Human Rights Act.

The Commission serves all segments of society within the Province of Prince Edward Island. The main objective of the Commission is the protection of the rights of all P.E.I. residents in areas of employment and access to services, facilities, and accommodations.

Among other things, the Act authorizes the Commission to inquire into and seek to effect a settlement of any official complaint lodged with the Commission alleging discrimination as defined in the Act. "Discrimination" is defined in the Act as meaning discrimination in relation to the race, religion, creed, color, sex, marital status, ethnic or national origin, age, physical and/or mental disability or political belief, of any individual or class of individuals.

For further information contact:

Human Rights Commission
3 Queen Street
Charlottetown, P.E.I.
C1A 7N8
Telephone: 368-4180
Long Distance Exchanges: 1-368-4180 (no charge dial)

5. Law Society of P.E.I.

The Law Society of P.E.I. is that organization that regulates the legal profession on P.E.I. One service the society provides is the lawyer referral service. It is designed to encourage you to seek legal advice early before your problems become complicated and expensive. The law society gives a client two lawyer's names. You make appointments to discuss your problems with each of them for up to thirty minutes for the nominal charge of ten dollars.

For information please contact:

Law Society of P.E.I.
51 Water Street
P.O. Box 128
Charlottetown, P.E.I.
C1A 7K2
Phone: 566-1666

6. P.E.I. Public Defender

The Public Defender Program has been in existence on Prince Edward Island since 1973. The service is cost shared under a Federal-Provincial agreement which applies in all provinces.

The objective of the program is to ensure equality before the criminal law by making lawyers available to individuals who could not otherwise retain counsel because of financial reasons.

Eligibility is determined by a flexible test which takes into account the applicant's financial ability to afford the probable costs of representation by private counsel.

Contrary to a common misconception, the courts **do not** assign cases to legal aid staff lawyers. Although legal aid has become an integral part of the justice system, the program is run independently from the courts.

For more information please contact:

Office of the Public Defender
Law Courts Building
42 Water Street
Charlottetown, P.E.I.
C1A 7N8
Phone: 368-6000

Family Legal Aid Program

The Family Legal Aid Program is an extension of the Public Defender Program.

The objective of funding legal aid in family law is to ensure equality before the law. In particular, the objective is to enable individuals to exercise and protect their basic rights under family legislation. The program attempts to

make free legal services available to eligible persons to the extent that a reasonable man of modest means would pay his own lawyer if faced with the same legal problem.

Eligibility is restricted to persons already on social assistance, or who would be eligible for such assistance if required to pay the probable cost of representation by private counsel.

For more information please contact:

Office of the Public Defender
Law Courts Building
42 Water Street
Charlottetown, P.E.I.
Telephone: 368-6000

Legal Aid in Other Provinces

Under an inter-provincial agreement, residents of Prince Edward Island now have the advantage of obtaining legal aid in any province of Canada, provided the service would be covered for a non-resident in this province.

For more information please contact:

Office of the Public Defender
Law Courts Building
42 Water Street
Charlottetown, P.E.I.
C1A 7N8
Telephone: 368-6000

Arranging Your Affairs

Do you know where your important papers and documents are located? Are they together or scattered?

It is unlikely that your survivors can find these papers if you do not know where they are. Several of your immediate family or friends, should be entrusted with the locations of your important documents. Simply prepare a personal record listing the locations of the following:

- birth certificate
- social insurance number
- marriage certificate
- safety deposit box and keys
- securities and records
- power of attorney
- burial plans
- armed services record
- old age security number
- will
- insurance policies

- mortgages
- deeds
- tax bills
- leases
- debts
- bank accounts

Court House
 Alberton, P.E.I.
 COB 1B0
 902-853-3461

Sir Louis Henry Davies
 Law Courts
 Water Street
 Charlottetown, P.E.I.
 C1A 8B9
 892-9131

Court House
 Box 70
 Georgetown, P.E.I.
 COA 1L0
 652-2308

Law Court Building
 108 Central Street
 Summerside, P.E.I.
 C1N 3L4
 902-436-4217

7. Vital Statistics

Many reductions and benefits are available to senior citizens. In order to receive them, however, you are often expected to prove your age. This is especially important when you are applying for government pensions and benefits. The following are some important documents you should have on hand.

Birth Certificate

If you were born in Canada, you can obtain your birth certificate by writing to the Vital Statistics Branch of the province in which you were born. Be sure to include your name at birth (first, middle, last). In Prince Edward Island the address is:

Vital Statistics
 MacMillan Building
 Charlottetown, P.E.I.
 C1A 7N8
 Telephone: 368-4420

Other Documents

If both your birth and baptismal certificate are unavailable, there are other documents which can be used to establish your age. Usually two or more of the following are required:

- Marriage certificate, church roll, communion or confirmation certificate;
- Education documents such as school diplomas, teacher's certificates;
- Hospital or medical records;
- Employment records;
- Military records;
- Court records;
- Family Bible or other personally kept family record.

Establishing the proper identification necessary to prove your age may seem like a lot of trouble, but is well worth the many benefits and discounts which will be suitable to you.

Baptismal Certificate

The church where you were baptized can supply you with a baptismal certificate. If you don't know the specific church, write the central office of your religious domination. They may have duplicate records.

Death Certificate

In most situations, funeral directors look after the arrangements regarding the death certificate and have it submitted to the Registrar of Vital Statistics. In a case of sudden death the police determine if foul play was involved. The coroner will be called in and the body will be taken to the hospital where in some cases an autopsy may be performed. The police are responsible for putting the proper documents in order.

If you require copies of the death certificate for insurance purposes, they can be obtained, for a small fee from the following location:

Vital Statistics
MacMillan Building
Charlottetown, P.E.I.
C1A 7N8
Phone: 368-4420

XI. MEDICATIONS

1. Medication Use and the Elderly

Many people 65 years of age or older rely on medications for specific treatments or ailments. Current research shows that about 25 percent of all prescription medications in Canada are used by the elderly.

Some older people often take non-prescription (over-the-counter) remedies for a variety of aches and pains. Often these remedies may not be viewed as medications by the elderly person. It is a well-known fact that serious reactions can occur with the mixing of non-prescription remedies and prescription medications.

Statistics indicate that the elderly are three times more prone to experience adverse effects from medications than younger people. These effects can include drowsiness, confusion, and other symptoms which may lead to hospitalization as well as contribute to lengthy illnesses. Approximately one in eight Islanders are over the age of 65. Statistics Canada projects that one in five persons could be over 65 in 2021. The problem with serious effects from medication misuse could become even more serious.

The elderly are more sensitive to the side effects of medication. The physical changes that accompany the aging process often mean an increased use of medications. Also, the very nature of the changes in body processes in normal aging cause the older person to be at an increased risk to the effects of drugs in general. Other interacting factors which may contribute to the elderly person experiencing difficulties with medications include:

1. problems managing the types of different medications and their administration times;
2. bad eyesight, or problems interpreting instructions on labels written in technical language;
3. pills and bottles that may look alike;
4. some containers may be difficult to open; and
5. expiry dates on bottles may be difficult to read.

Everyone should use drugs safely and wisely. All persons would benefit from following some simple guidelines to make sure drugs help versus harm. Older persons in particular should be encouraged to become interested and involved in understanding their medication.

It is suggested that the older person develop a partnership with their physician. When the older person goes for a check-up it is recommended that they list all their medications, including both prescription and non-prescription drugs. Before taking any new medication name, purpose, and whether it has any side effects. Obtain clear information on when, how often, and how long to take the medication. Make all medication purchases at one pharmacy. Use your pharmacist as a resource to provide information about how different drugs may interact, including the non-prescription ones. Be sure to check on requirements about how the medication should be taken.

Medications often become a fact of life for the older person. Playing it safe with medications can contribute to reducing the adverse side-effects of medications.

2. P.E.I. Drug Cost Assistance Plan

The Provincial Government has a program which assists senior citizens with the cost of prescription drugs. Seniors pay a dispensing fee of \$7.50 plus \$4.00 toward the cost of drug ingredients for each prescription and government will pay the balance.

Prescriptions will be filled at the individual's local pharmacy and seniors **do not** have to send in receipts or deal with government offices. Government on October 1, 1991 in an effort to control costs, will institute a drug formulary which provides for drug substitutions for generic drugs when available.

Eligibility requirements:

- 1) Person must be 65 years or older.
- 2) Person must have an identification card.

The I.D. card can be applied for one month before your 65th birthday. There is one registration only, no expiry date.

For more information please contact:

Plan Administrator
Island Computer
P.O. Box 2289
Charlottetown, P.E.I.
C1A 8C1
Phone: 566-4342

3. Precautions with Medication

There is a time and place for the use of drugs in combating illnesses. However, care needs to be exercised. If you are taking more than one medication at a time, including those not prescribed by a doctor, these drugs can interfere with each other. Make sure you tell your doctor and pharmacist about all medications you are taking.

Accidents can happen very easily. An important number to have close by your telephone is the Poison Control number in Halifax. In case of an emergency telephone:

Poison Control: 1-800-565-8161

4. Provincial Pharmacy

The Provincial Pharmacy is a division of Department of Health and Social Services. They purchase drugs in bulk for government institutions and programs.

The pharmacy provides a prescription drug service to persons receiving financial assistance, mental health outpatients, diabetes control and other government programs having significant special requirements. The pharmacy also offers drug information and monitoring services.

Contact: Provincial Pharmacy
Sullivan Building
P.O. Box 2000
Charlottetown, P.E.I.
Phone: 368-4910

XII. PERSONAL SERVICES AND HOME MAINTENANCE

For these and other personal services call Seniors Infoline 368-7538 (provincially toll free).

1. Bookkeeping

This individual will provide income tax and bookkeeping service. He can also advise you on financial planning.

Island Bookkeeping Inc.
Robert Mayhew
39 Westview Drive
Charlottetown, P.E.I.
C1A 3A4
Phone: (902) 894-4227

Revenue Canada Taxation

This Federal Department will assist some seniors in the preparation of their income tax returns free of charge. They will also speak to groups on taxation.

Contact: Revenue Canada Taxation
90 Richmond Street
Charlottetown, P.E.I.
C1A 8L3
Phone: (902) 566-7200

2. Clothing

Aletha Smith provides reasonably priced, fashionable clothing for seniors. All dresses produced in easy care, washable fabrics that are easy to step into. Armholes have extra room and buttons and zippers are easier to manage. There are also open back lines of clothing with velcro fasteners for people who cannot stand or raise their arms.

Mrs. Smith will set up a store in a nursing home for shopping convenience. She also has a store in her home or will drop off clothes to your home.

Mail order: two catalogues spring/summer - fall/winter

Please contact: Island Comfort Clothing
318 Lower Malpeque Road
Charlottetown, P.E.I.
C1E 1S8
Phone: 368-1977

3. Day Programs

Chapman Centre

This service is provided in Summerset Manor. Interested seniors can attend a day program which includes social and therapeutic services as well as Family Support Sessions for relatives and care givers. Consulting and information services are available in nutrition, physiotherapy, nursing, mental health, occupational therapy and also social worker day service.

Contact: Program Director
Summerset Manor
Phone: 902-436-9261 Local 116
Monday, Wednesday, Friday

Brecken House

Brecken House in the Prince Edward Home is a day program which encourages interpersonal interaction and intellectual stimulation, thus enabling an individual to live a more independent and healthy lifestyle. The day program is open to seniors sixty years and over and some services they provide are: 1) transport clients to and from the facility, 2) arrange group and individual social and recreational activities, 3) provide client access to nursing, dietetic and health care services only as required.

Please contact: Brecken House
5 Brighton Road
Charlottetown, P.E.I.
C1A 8T6
Phone: 902-368-4440

Respite Care

This service provided by Health and Social Services - Division of Aging and Extended Care provides an opportunity to relieve the caregiver of their duties for a specified period of time, by admitting the person requiring care to a Manor bed. A person can access thirty days a year through this program and stays can be for one or two weeks at a time.

Respite beds are provided at all of the Provincial Manors. Phone: 368-4980

4. Eyeglasses

Vogue Optical will visit client homes to fit, repair or adjust glasses. They will also arrange eye examinations.

Please contact: Vogue Optical
5 Brackley Pt. Rd.
Charlottetown, P.E.I.
C1A 6X8
Phone: 566-2020

5. Hair Dressing

There are a variety of Beauty Salons throughout the Island who offer incentives to seniors. Services such as free parking, and senior's discounts; many salons are wheelchair accessible. Check in the yellow pages under beauty and ask if these incentives are available at your favorite salon.

6. Home Health Care

Shoppers Drug Mart #102 provides a complete line of equipment for home health care, convalescence and rehabilitation. Many items are available on a rental basis, and custom products can be fitted by staff in private fitting rooms, the hospital or the individual's own home. Contact: 128 Kent Street, 566-1200.

7. Canada Mortgage and Housing Corporation

HOME MAINTENANCE

This federal corporation offers two programs to assist home owners to repair or modify their existing homes.

Residential Rehabilitation Assistance Program (RRAP) for Home Owners

This program assists low-income home owners who are unable to afford adequate and suitable housing accommodation by providing financial assistance for the repair of their homes.

If your home needs major repair, you may be eligible for Home Owner RRAP financial assistance to help cover the cost of materials, labour, legal fees, finance costs, building plans and permits.

The assistance is provided in the form of a loan. The amount you may receive depends on the actual cost of repairs and where you live. If you live in an urban area the maximum amount is \$10,000. If you live in a rural area the maximum amount is \$25,000.

A portion of the loan may not have to be repaid. This forgivable amount depends on your household income and your location. Home owners "earn" this forgivable amount by continuing to own and live in the house for five years.

An individual is eligible if the following conditions are met:

- total household income is below the established "income ceilings",
- he or she owns the home and lives in it,
- the home lacks basic facilities, or requires major repairs in one or more of the following areas: structural, electrical, plumbing, heating, fire safety, and
- the home is overcrowded and is in a rural area.

The type and quality of the repair work should give the home a further useful life of at least 15 years.

Residential Rehabilitation Assistance Program (RRAP) for Disabled Persons

This program provides financial assistance for modification of existing home owner or rental housing to improve accessibility of these dwellings for disabled persons.

The assistance is provided in the form of a forgivable loan. Maximum amount of the loan is \$5,000.

The amount of loan a person may receive depends on the actual cost of repairs, to a maximum of \$10,000. The amount of the forgivable portion of the loan depends on household income and location.

For further information contact:

Canada Mortgage and Housing Corporation
119 Kent Street
Royal Trust Tower
Suite 300
Charlottetown, P.E.I.
C1A 1N3
Phone: (902) 566-7336

HOME MAINTENANCE

8. P.E.I. Housing Corporation

This crown corporation (provincial) offers a few programs to assist seniors in the maintenance of their homes. The corporation has offices in each of the five regional service centres. Call the office in the centre nearest you.

Regional Housing Corporation Offices

West Prince Regional Services Centre
P.O. Box 8
O'Leary, P.E.I. C0B 1V0
Telephone: 859-2400

East Prince Regional Services Centre
P.O. Box 2063
Summerside, P.E.I. C1N 5L2
Telephone: 436-9233

Charlottetown Field Services Office
P.O. Box 2000, 3 Queen Street
Charlottetown, P.E.I. C1A 7N8
Telephone: 368-5770

Southern Kings & Queens Services Centre
P.O. Box 1500
Montague, P.E.I. C0A 1R0
Telephone: 838-2992

Eastern Kings Regional Services Centre
P.O. Box 550
Souris, P.E.I. C0A 2B0
Telephone: 687-7030

Emergency Home Repair Program

This program provides assistance to help modest income senior citizen homeowners when emergency repairs are required. The program benefits are also available to households with a disabled person and households receiving welfare assistance. Eligible work for the program includes any repairs that are emergency in nature and affect the physical safety and health of the occupants or are needed to preserve the dwelling as a habitable unit. Examples of eligible repairs include leaking roofs, unsafe wiring, collapsing foundations and plugged septic systems. The actual grant amount is related to the households income through use of a sliding assistance scale. The grant can cover up to 50% of the emergency repair costs to a maximum grant of \$1,000.

Provincial Contribution to Seniors - Home Repair Program

The Provincial Contribution to Seniors - Home Repair Program serves a two-fold purpose. First, it provides assistance to modest income senior citizen homeowners, households with a disabled occupant and households receiving welfare assistance to make repairs to their homes. Second, it supports local community groups in making effective use of federal job creation programs. The Provincial Contribution to Seniors - Home Repair Program provides up to \$1,000 in grant assistance to be applied toward the cost of the materials used in the repairs. With the labour input from the job creation projects, repairs can be made at little or no cost to the assisted household. Homeowners benefit through having repairs such as the replacement of doors and windows, the installation of insulation, the fixing of stairs, or other jobs requiring basic carpentry skills. As with the Emergency Home Repair Program, the amount of assistance for which a household qualifies is based on its annual income.

Helping Hands for Seniors

The P.E.I. Housing Corporation, in conjunction with the Provincial Jobs for Youth Strategy, operates a project to help senior citizen homeowners undertake work around the house with the aid of students. The students will provide "helping hands" for jobs such as yard clean-ups, minor repairs and minor painting jobs. The homeowners supply the tools, materials, and supervision, and the students provide the labour free to the homeowner.

9. Private Companies

This company will contract with you to do lawn cutting, snow removal, window cleaning, outside fall clean-up, car care (wash & wax) and home health care.

Contact: Senior Care Service
108 Southdale Avenue
Charlottetown, P.E.I.

C1A 6Z7

Phone: (902) 566-1660

Carpentry, painting, repairs, renovations, additions, sanding sidewalk and parking lots are some of the services provided by this Company.

Contact: Charles Baglole
Master Maintenance Services
220 Kensington Road
Charlottetown, P.E.I.
C1A 7S3
Phone (902) 566-1807

This gentlemen will contract to clean your oven.

Contact: Home Maintenance
Mr. Leroy Pitre
4 Orchard Drive
Charlottetown, P.E.I.
C1A 7J6
Phone: 902-569-4862

G.G.'s Maid Service will do general cleaning of private homes. She can also do banking, and shopping for you or provide transportation.

Contact: Grace Goguen
Harbourside 2, Apt. 82
Charlottetown, P.E.I.
C1A 8R4
Phone: 902-892-1641

Custom Home Watch Inc. is a private company that provides security checking of your property daily. They will care for plants and pets in your own home when you are away, check on seniors or the handicapped, do your shopping and remove snow or cut grass if this service is required.

Contact: Colville Rd.
Elmwood, P.E.I.
Cornwall R.R.#3, P.E.I., COA 1H0
Phone: 902-675-3227
or
Custom Home Watch International
P.O. Box 1809
Queen Street
Charlottetown, P.E.I., C1A 7N5
Phone: 902-566-9990

10. Pharmacies Offering Free Delivery For Seniors

Queens County Cornwall Pharmacy Ltd.
566-2292
Free Delivery Prescription
items anywhere in Cornwall

Hoods Pharmacy
894-4403
Free Delivery Prescription
items in the Charlottetown area.

Hunter River Pharmacy
964-2218
Situation where Senior cannot
find means to pick up prescription.
Pharmacist would deliver

Parkdale Pharmacy
894-8553
Free Delivery on Prescription
items anywhere in Sherwood,
Parkdale and Charlottetown

Sherwood Drug Mart
892-6623
Free Delivery Prescription
items anywhere in Sherwood,
Parkdale and Charlottetown

Shoppers Drug Mart (Kent St.)
566-1200
Will deliver prescription items
to seniors

Southport Pharmacy
569-3006
Free Delivery Prescription
items in the Southport area

11. Blue Cross

Blue Cross insurance plans are designed to supplement the provincial health insurance plan for residents of P.E.I. That is, it will pay for certain health services or needs not covered under medicare. Blue Cross offers several plans with a variety of benefits including prescription drugs, semi-private hospital rooms, medical equipment rentals, hearing aids, etc. In order to receive these benefits a premium must be paid by the individual.

For further specifics and applications contact:

Blue Cross of Atlantic Canada
15 St. Peters Road
Charlottetown, P.E.I.
C1A 5N1
Phone: 368-8620
Fax: 566-1785

Visitation

The North Rustico Community Service Program provides visitation, transportation and other community activities as required or needed.

Contact: Joseph B. Pineau
P.O. Box 58
North Rustico, P.E.I.
COA 1X0
Phone: (902) 963-2452

XIII. RECREATION

Seasonal and year round activities geared to seniors, are offered in many areas across the Island. These activities are often advertised at community centres, churches or central meeting places. Also, keep an eye on local newspapers, church bulletins, community bulletin boards and television for activities that may interest you. It should be noted that many village offices have a list of recreational activities that are available on a seasonable basis.

1. Basilica Recreation Centre

The Basilica Recreation Centre is one of the largest community resources in the Charlottetown area. This facility is utilized on a regular basis by many non-profit organizations for either meeting space, sport and recreational programs, and/or special events. In addition to these activities the Centre offers its own diversified schedule which includes sport, recreational, social, and educational programs for all age levels. The Centre also offers an extensive banquet service for conferences, wedding receptions, staff parties, reunions, etc. For further information on the many services of the Basilica Recreation Centre please call the Main Office at 892-11719.

SENIOR PROGRAMS

Golden Age Bowling League - Contact: Vince Carragher - 892-1762

Pleasant Pilgrims Card Parties - Contact: Laura Peters - 894-4584

Kinsmen Seniors Cards - Contact: Tony Gaudet - 892-7620

Contact: Basilica Recreation Center
200 Richmond Street
P.O. Box 484
Charlottetown, P.E.I.
C1A 7L1
Phone: 892-1719

2. Y.M.C.A. of Canada

The Y.M.C.A. is dedicated to the growth of persons in spirit, mind and body and with a sense of responsibility to the human community.

The Y.M.C.A. provides the equality of opportunity for all members of the community regardless of race, sex, religion or economic circumstance.

The "Y" has a specialty class for seniors "fifty and fit". They offer two aquafitness classes on Wednesday and Friday mornings, predominantly attended by those 50 and over.

The Y.M.C.A. also offers a 20% discount to those individuals 60 and over who wish to purchase a membership. For more information contact:

Y.M.C.A. of Canada
252 Prince Street
Charlottetown, P.E.I.
C1A 4S1
Phone: 902-566-3966

3. Confederation Centre of the Arts

A great source of entertainment is the Charlottetown Festival which runs from June 17 - October 11. A variety of different shows are offered including the famous "Anne of Green Gables".

Discounts are offered to senior citizens 65 and over in the summer. The discount is \$2.00 off all the seating sections except center select. Groups of 20 or more attending any one performance will receive a 20% discount per ticket (except center select).

Several entrances are now available for the physically disabled. Please inform the Ticketworks operator or cashier about special needs when purchasing tickets. A limited number of theatre wheelchair locations are available upon advance request. Wheelchairs are available **free of charge** at the Stage Door Entrance.

A limited number of special devices are available for the hearing impaired at the Concession Stand in the Foyer. A fully refundable deposit is required.

For more information please contact:

The Festival Ticketworks
P.O. Box 848
Charlottetown, P.E.I.
C1A 7L9
Telephone: 628-1864
Box Office: 566-1267

A number of summer exhibitions take place in Confederation Centre Art Gallery that reflect life, past, and present on Prince Edward Island.

4. Confederation Centre Library

The Confederation Centre Library is a division of the provincial library which through twenty two community libraries and bookmobiles, provides public library service to all segments of the public. The main goal of the library is to give public access to recorded information through quality library service.

The library has about 60,000 books available on loan as well as talking books (books on cassettes) of particular interest to the blind. They will mail books to disabled persons, people with visual difficulties will find large print books available.

The library has winter and summer hours:

Winter Hours:

Monday - closed

Tuesday to Thursday - 10:00 a.m. - 9:00 p.m.

Friday & Saturday - 10:00 a.m. - 5:00 p.m.

Sunday - 1:00 a.m. - 5:00 p.m.

Summer Hours (July & August) -

same as winter except closed both Sunday & Monday.

Contact: Confederation Centre Public Library
P.O. Box 7000
Charlottetown, P.E.I.
C1A 8G8
Phone: 902-368-4642

5. Provincial Library Bookmobile

The objective of the two Provincial Library Bookmobiles is to provide new and popular works of fiction, non-fiction, large print and children's books to schools, community stops, and senior citizen's complexes throughout the province of Prince Edward Island.

The Bookmobile staff deal directly with the borrowing patrons, assisting them in selection from the Bookmobile collection and advising on other library resources.

The Bookmobile schedules are revised twice yearly and are available directly from the Bookmobiles, Provincial Library Headquarters, or the Confederation Centre Public Library.

Contact: Provincial Library
Enman Crescent
Box 7500
Charlottetown, P.E.I.
C1A 8T8
Phone: 902-368-4631

6. Media Centre

National Film Board make a wide variety of films available to senior citizen groups free of charge. Videos and films are available in both official languages. The media centre in Charlottetown has an existing program with all the manors on the Island where ten films are loaned at no charge for the residents to view. Catalogues are free and posters can be picked up at the centre. For more information please write or phone:

Media Centre
National Film Board
202 Richmond Street
Charlottetown, P.E.I.
C1A 1J2
Phone: 902-368-4641

or

Provincial Film Library
202 Richmond Street
Charlottetown, P.E.I.
C1A 1J2
Phone: 902-368-4639

7. P.E.I. National Park

The P.E.I. National Park offers a "senior citizens pass". to those who have some proof of age and Canadian Citizenship. This pass entitles seniors to access the park without paying the permit fee of \$26.75.

Please contact the P.E.I. National Park.

P.O. Box 487
Charlottetown, P.E.I.
C1A 7L1
Phone: 902-566-7050

or

Dalvay Office
Phone: 902-672-2211

8. Provincial Parks

There are thirty Provincial Parks which offer Islanders a wide variety of services such as camping, golf, boating, tennis and swimming in some of their facilities. Seniors days are organized at these facilities through the summer and seniors receive a 50% discount on services from Monday through Thursday, statutory holidays excluded.

Please contact for more information:

Tourism and Parks
P.O. Box 2000
Charlottetown, P.E.I.
C1A 7N8
Phone: 902-368-5540

9. West Royalty Fitness Centre

West Royalty Fitness Centre is a total fitness centre located in the Charlottetown Mall. The club has a number of fitness facilities including racquet and tennis courts, swimming pool and weight rooms to name just a few. There are two basic memberships; fitness club, allowing the member use of all facilities with the exception of the racquetball and squash courts and the racquet club, allowing the member use of all facilities. The centre has a specialized program geared toward older adults. The program consists of a variety of exercises working toward improved muscle function and mobility, more efficient circulation, and breathing, more energy, as well as opportunity for socialization and friendship. The seniors program includes aquafitness, walking classes and Tai Chi. West Royalty Fitness Centre offers seniors 45% discount on memberships.

Please contact: West Royalty Fitness Centre
P.O. Box 274
Charlottetown, P.E.I.
C1A 7K4

XIV. SENIORS GROUPS

1. Canadian Association of Retired Persons

C.A.R.P. is a national, non-profit, non-political association of Canadians over 50, retired or not. Membership is \$10.00 per year or \$25.00 for 3 years (fee includes spouse). C.A.R.P. has been active in Canada for five years and has over 52,000 card-carrying members. The American organization has thirty million members and is the world's second largest organization next to the Catholic Church.

Canada, by the year 2000, will have a population of about 30 million people. 20 million of these will be adults and about 10 million will be over 50.

C.A.R.P. was formed to promote the interests of mature Canadians and provides many practical benefits for members, such as, discounts on products and services, savings in health care, travel, home and car insurance, hotel and motel accommodation, car rentals, etc. They also publish a quarterly newsletter providing a national forum for the reporting of activities and providing facilities for the interchange of opinions and information in hope of achieving a better understanding of the maturing process and its implications for our society in general. The newsletter is free with your membership.

For information please contact:

Canadian Association of Retired Persons
27 Queen St., East, Suite 1304
Toronto, Ontario
M5C 2M6
Phone: 416-363-8748

2. Seniors Secretariat

The secretariat acts as a liason between the Federal Government Departments and agencies to coordinate and encourage initiatives that impact seniors. It is their job to keep in close contact with all who are interested in programs for seniors, and to be sure these programs will reflect the needs of the senior.

For more information contact:

Health and Welfare Canada
Jeanne Mance Building
10th Floor, Tunney's Pasture
Ottawa, Ontario

3. P.E.I. Senior Citizens Federation

The P.E.I. Senior Citizens Federation has as its objective to further the interests and promote the happiness and welfare of senior citizens and pensioners in P.E.I. in every way possible. There are 71 active clerks in the federation and they wish to be able to respond to the issues affecting seniors in this province.

The Federation is the major body representing seniors in this province and they want a voice in the decisions that are made for and about them.

For more information about the federation contact the club in your area.

4. The P.E.I. Association on Gerontology

The P.E.I. Association on Gerontology was formed in 1983 to address concerns regarding aging and the aged. The Island Association is affiliated with the Canadian Association and provides a forum for people of all ages to exchange ideas and disseminate information on ways to bring about changes in attitudes, practices and policies that negatively affect our aging population. The association's objectives are to provide education, strengthen and improve communication, to assist in developing positive attitudes about aging to promote the dissemination of information on Gerontology and to support investigation and research into the subject of Gerontology.

Contact: P.E.I. Association on Gerontology
P.O. Box 3346
Charlottetown, P.E.I.
C1A 8W5
Phone: 675-3357

5. Seniors Resource Group

Seniors Resource Group is an educational program for seniors who live in their own homes and wish to remain involved in their community. This group conducts seminars, sponsors extension courses from U.P.E.I., researched and prepared a plan for Seniors Secretariat and conducted a seniors program on Channel 10 for a year.

Contact: Helen Herring
Seniors Resource Group
5 Royal Court, Apt. 202
Charlottetown, P.E.I., C1A 8M7
Phone: 894-4228

894-9674 Corrigan, Dorothy, 21 Admiral, Ch'town, C1A 2C5

894-3965 Gaudet, Harold, 267 Sydney Street, Ch'town, C1A 1H3

894-4228 Herring, Helen, 5 Royal Court, Ch'town, C1A 8M7

894-9263 Lambe, Mr. & Mrs. Ivan, 1 1/2 Smallwood Cres., Ch'town, C1A 3J4

894-5152 Lambert, Fred, 4 Admiral Street, Ch'town, C1A 2C2

894-3611 Landry, Harold, 16 Johnson Avenue, Ch'town, C1A 3H8
894-3845 MacKinnon, Keith, 11 Colonel Gray Drive, Ch'town, C1A 2S4
894-4629 Place, J.T. (Mickey) 138 Spring Park Road, Ch'town, C1A 3Y6
894-8979 Ross, J. Gordon, 12 Laphorne Avenue, Ch'town, C1A 2M2
892-7716 Sellick, Rolland, 10 Donwood Drive, Ch'town, C1A 5L2
569-3722 Stewart, Donald F., 138 Lincolnwood Drive, Ch'town, C1A 7G8
892-7803 Sutherland, Mary, 30 Lincolnwood Drive, Sherwood, C1A 6H5
566-3360 Weale, Rev. William (Bill), 153 Upper Prince St., Ch'town, C1A 4T2
894-9947 MacNevin, Lloyd, 140 Nassau Street, Ch'town, C1A 2X1

XV. TRANSPORTATION

1. Air Canada

Air Canada offers 10% reductions on fares to seniors 62 and over. They are also equipped to handle medical emergencies and can provide oxygen tanks, wheelchairs and stretchers. There are special fares available for individuals who accompany people who need assistance (caregiver).

For further information contact:

Charlottetown # 892-1007

Summerside # 436-4888

2. Canadian Air

Canadian Air offers 10% reduction on fares to seniors 62 and over. They also offer a caregiver 50% off fares when they travel with someone who is ill.

For more information contact:

Charlottetown # 892-3581

Summerside # 1-800-565-1800

(no charge dial)

3. Northumberland Ferries Limited

Northumberland Ferries Limited provides ferry service to and from the Island. The crossing runs from Wood Islands, Prince Edward Island to Caribou, Nova Scotia and takes approximately one hour and fifteen minutes. Service is provided from May 1 to December 20 (depending on ice conditions).

Ferry rates are subject to change without notice. At present senior citizens are charged \$5.60. Automobiles are charged \$24.50 return while the rate for trailers/campers varies with the length of the trailer/camper.

Disabled persons requiring assistance should identify themselves at the toll booth.

For more information write to:

Northumberland Ferries Limited
P.O. Box 634
Charlottetown, P.E.I.
C1A 7L3

For traffic and rate information call the following toll free:

Traffic & Sailing Information:
1-800-565-0201
Head Office: 566-3838
Wood Islands Terminal: 962-2016
Caribou Terminal: 485-6580

Also remember that sailing times are announced daily on the radio station.

4. Marine Atlantic

C.N. Marine provides ferry service from Borden, Prince Edward Island to Cape Tormentine, New Brunswick. The crossing takes approximately forty five minutes.

Ferry rates are subject to change without notice but seniors receive a discount. One fare is purchased at Borden to cover a return trip. Rates are as follows: adults - \$6.00, seniors - \$4.50 (65 and over), children \$3.00 (between 5 and 12), children (under 5) free. Automobile rates are \$16.00. Credit cards are accepted.

People requiring special services should check with the ticket booth. Some services are provided for the hearing impaired and disabled persons.

Sailing Schedule: Borden: 855-2010
Charlottetown: 566-7059

Office: 119 Kent Street (5th floor)
Charlottetown, P.E.I., C1A 1N3
Phone: 566-7059

5. Island Transit

This service provides transportation to residents of Prince Edward Island. Island Transit operates on two routes. The first route is a **year round service** running from Tignish to Charlottetown and return. This service runs every day except Wednesday and Sunday. The second route is a daily route operating in the **summer months** from June 1 to Thanksgiving Day in October. It runs from Souris to Charlottetown and from Charlottetown to New Glasgow and return.

Senior citizens (over 65) are given a discount of 10% off all ticket prices.

Island Transit also offers a "parcel express" service. Packages up to 100 lbs. will be delivered for a \$2.50 cost. The parcel must be taken to the bus

station and must be properly packaged. However, the person must pick the parcel up; it **will not** be delivered to their door.

For more information telephone: 892-6167

6. Taxi Service

Taxis offer a quick and easy mode of transportation. Make sure you ask before paying if they offer a special rate for seniors.

7. Care-A-Van Ltd.

Care-A-Van Ltd. provides non-emergency transportation service to those who are confined to or are more comfortable in a bed. This company will transport you to health care facilities, from one residence to another or off the Island. Services are covered by Blue Cross and D.V.A.

Contact: Randall Morgan or Allan Moore
P.O. Box 1074
Charlottetown, P.E.I., C1A 7M4
Phone: (902) 368-7200
Pager: 1-557-4435

8. Pat and the Elephant

Pat and the Elephant is a non-profit organization whose main objective is to provide transportation to disabled persons. The "Elephant" provides service from manors, nursing homes, private homes and institutions.

The elephant operates the following hours:

Monday, Tuesday, Wednesday, Thursdays - 8:00 a.m.- 6:00 p.m.

Friday, Saturday - 8:00 a.m. - 11:00 p.m.

Sundays - 9:00 a.m. to 11:00 p.m.

Costs: Individual:
\$5.00 one way trip within Ch'town
(10 kilometre radius)

Charter: \$25.00 flat fee for the van plus
\$1.00 per kilometre traveled

Contact: Pat Rogers - Manager
8 Richmond Street
Charlottetown, P.E.I., C1A 1H4
Phone: 894-3339

9. Transportation for Cancer Patients

Necessary transportation for cancer patients is provided by the Canadian Cancer Society. Since each case is different it is recommended that the individual in need or a family member call the Canadian Cancer Society and discuss their policy on this service with them.

Please contact: The Canadian Cancer Society
131 Water Street
Charlottetown, P.E.I.
C1A 1A8
Phone: 566-4007

10. Wheels Incorporated

Wheels Incorporated was formed on P.E.I. by a group of senior citizens and physically challenged persons in order to provide transportation services.

Groups are required to pay a rental fee for the use of the bus, \$6.00 per hour for up to nine hours with a minimum charge of \$30. The daily rate is \$60.00. Gas for the bus and payment for the driver is the responsibility of the renting group. Wheels will provide a list of approved drivers. The bus is equipped to transport wheelchairs. For rental information contact:

Marion Bell		Marie MacKay
39 Kensington Road, Apt. 15		7 Fairview Drive
Charlottetown, P.E.I.	or	Sherwood, P.E.I.
C1A 5H6		894-5260
Phone: 894-8908		

11. Donna's Transport Ltd.

Transportation for seniors in Summerside, St. Eleanors and Wilmot area. Weekend tours can be arranged.

Contact: Donna's Transport Ltd.
345 First Street
Summerside, P.E.I.
C1N 1G5
Phone: 902-436-3394

12. Seniors Transit Bus

The City of Charlottetown was approached, prior to 1983, by senior citizens groups and organizations requesting the implementation of a transit system within the city. The request was studied and discussed, and the Provincial, Federal and Municipal governments pledged to support this service. The Federal Government contributed 80%, the Municipal government 20% and the Province made a one-time contribution toward operating costs. The service began in October 1983 and continues to cover all the senior citizen units in the Charlottetown area, the major shopping areas, the various federal,

provincial and municipal government departments, the medical clinic and the regional hospital.

The bus was originally open only to seniors but in the late 80's the City opened the service to all. The bus schedule provides for six runs a day and the entire route is covered in sixty minutes, except for the runs to the Queen Elizabeth Hospital which add thirty minutes to the fourth and fifth runs.

The fare per ride on the bus is \$1.50 regardless of the distance traveled.

The service was evaluated after it became operational and it was decided the system was beneficial to the senior population, providing accessibility to social medical and shopping facilities. The use of the bus is increasing steadily but it continues to lose money every year. The losses are absorbed by the city as the council feels its commitment is an essential service to its senior citizens and the service is beneficial.

Please contact for further information:

City of Charlottetown
P.O. Box 98
Charlottetown, P.E.I.
C1A 7K2
Phone: (902) 566-5548

XVI. VETERANS AFFAIRS

The services and benefits offered to Canada's veterans and their dependents are recognized as the best in the world. Disability pensions account for more than half of the funds distributed to veterans and their dependents. Health care needs are becoming increasingly important to a veteran population with an average age of seventy. Eligible clients may also receive war veterans and civilian war allowances, survivor benefits, prisoner of war compensation, counselling, legal assistance, and the Veterans Independence Program.

Veterans Affairs Canada has set up a special telephone service for your convenience. Client inquiry unit: the P.E.I. number is toll free: 1-800-565-1528.

1. Disability Pensions

The Pension Act is the legislation under which pensions are awarded for disability or death related to military service. Pensions may be paid to members or former members of the Canadian Forces who are suffering from disability or disease attributable to service. Pensions are awarded on the following principles:

- a) the amount of pension is related to the extent of the disability.
- b) decisions related to pension claims are the responsibility of an independent and impartial tribunal.
- c) pensions are paid as a matter of right.

2. Survivor Pensions

The spouse of a deceased disability pensioner, for a period of one year, can receive the monthly amount of disability pension paid at the *married* rate the pensioner had been receiving at the time of death. Dependent children are eligible to receive orphan benefits when the disability pensioner dies.

There are two types of pension for surviving spouses, full pension and proportionate pension.

Disability pensions are indexed annually to compensate for inflation and are paid in Canadian dollars regardless of place of residence. The pension is not subject to income or estate taxes for pensioners living in Canada. They are not affected by other income.

3. The War Veterans Allowance Act

The War Veterans Allowance Act provides for the payment of a monthly allowance to veterans who meet service requirements, are unable to work because of age or incapacity, and have insufficient income for maintenance as determined by an income test. The Civilian War Pensions and Allowances Act provides a monthly allowance to certain civilians who served in close support of the war effort. War Veterans Allowance is paid at a rate which ensures that a person's monthly income is maintained at a certain level.

If a deceased veteran or civilian had the required war service or pension status, the widow, widower or orphan may qualify for benefits under these act.

There is also an Assistance Fund which provides allowance recipients with additional benefits of up to \$500 per calendar year for emergencies which cannot be met from other sources.

4. Health Care

Health care and treatment benefits may be provided to eligible veterans through the departmental facilities, contract beds, or in the veterans community under the Doctor/Hospital/Dentist-of-Choice Programs and, in emergencies, wherever the veteran happens to be in Canada. Certain grants and allowances are also available to those who qualify. Disability pensioners may receive those health care and treatment benefits at departmental expense that are needed for treatment of pensionable conditions. Allowance recipients and other qualified persons may receive necessary treatment and care where such services are not available under a provincial health care plan.

Eligible clients receive personalized identification cards which indicates the programs under which the client is entitled to receive health care and treatment benefits paid for by the department. There are fourteen programs covered by Treatment Accounts Processing System (TAPS). This new process assists in meeting immediate health care and treatment needs. There are fourteen programs covered by TAPS. Contact your Veterans Affairs district office for further information.

5. Veterans Independence Program (VIP)

The VIP is aimed at helping veterans and civilians to remain healthy and independent in their own homes or communities, thus delaying, and where possible preventing, institutionalization. Veterans will receive help in determining their needs and together with district office counsellors and health professionals will decide how best to meet these needs. Where care is needed, the VIP will try to provide that care in the veterans home or community. This may involve Ambulatory Health Care, Home Adaptations, Home Care, Transportation, Adult Residential Care and Nursing Home Intermediate Care.

6. Advocacy Service

The Bureau of Pensions Advocates is an independent agency in the Veterans Affairs Portfolio which provides free legal services to former and still serving members of the Canadian Forces and their dependents, in matters pertaining to disability pension and allowance benefits.

7. Canadian Pension Commission

The CPC is a quasi-judicial body whose prime function is to adjudicate upon all matters relating to the award increase, decrease, suspension or cancellation of a pension or other payment under the Pension Act. The Canadian Pension Commission rules upon the first and second written applications for pension entitlement.

8. Veterans Appeal Board

An applicant who is dissatisfied with the decision of the boards may appeal the decision to the Veterans Appeal Board. This is an independent appeal tribunal and the final authority on matters of pension entitlement, the amount of pension award, and interpretation of the provisions of the pension act. All appeals to this board are heard in Charlottetown, P.E.I.

9. Other Services

Veterans Affairs Canada

Veterans Affairs Canada provides **counselling** to help veterans adjust to changing social, economic and health conditions. District office employees will provide information and advice about programs as well as community resources available to veterans.

Pensioners Training

Persons receiving a disability pension of at least 5% who are unable to work because of their disabilities may qualify for assistance for vocational, community college, university or technical school training.

Trust Funds

Veterans Affairs administers certain trust funds established by private individuals or groups for the benefit of needy veterans and their dependents. Eligibility requirements are purposely broad so that financial assistance is available to as many veterans and dependents as possible.

Benevolent Funds

A number of benevolent funds exist to assist service and ex-service personnel and their dependents in times of financial hardship. These include the Army Benevolent Fund, the Canadian Forces Personnel Assistance Fund, the Royal Canadian Navel Benevolent Fund and the Royal Canadian Air Force Benevolent Fund. Assistance from any of the above funds may be applied for through the district office.

Funerals, Burials and Gravemarkers

Assistance with funeral and burial expenses is available to certain eligible persons up to an established limit. Additional information on this and grave-markers may be obtained from district offices, the head office or the Canadian Pension Commission.

Commemoration

The Commonwealth War Graves Commission was established in 1917 to mark and maintain the graves of members of the forces of the commonwealth who died in the two world wars to build memorials to the dead whose graves are unknown and to keep records and registers.

The dead are commemorated individually by name either on a headstone on the grave or by an inscription on a memorial. Headstones are uniform in size and no distinction is made due to rank. Canada and five other commonwealth countries contribute annually to the work of the commission. The cost is shared by each country in proportions based on the number of its war graves. Assistance in locating war graves and memorials may be obtained from:

The Commonwealth War Graves Commission
Canadian Agency
284 Wellington Street
Ottawa, Ontario
K1A 0P4

Battlefield Memorials

Canada commemorates the sacrifices and achievements of her citizens-at-arms on memorials throughout the world. Memorials, following the first world war were also erected at eight battlesites where Canadian action predominated. Canada maintains these sites together with five others

originally established by Newfoundland. Nine, including the memorial parkas at Vimy and Beaumont-Hamel, are in France and four are in Belgium. Further information on these sites may be obtained from:

Communications
Veterans Affairs Canada
Ottawa, Ontario
K1A 0P4

Books of Remembrance

Canada's war dead are commemorated in magnificent volumes on public view in the Peace Tower of the Parliament Buildings in Ottawa. Each day a different set of the names of the fallen is placed on view. Copies of these books are also on public view in each of the provincial capitals. Information concerning the specific dates on which individuals names in the "Book of Remembrance" may be seen is available from:

Communications
Veterans Affairs Canada
Ottawa, Ontario
K1A 0P4

10. Vetcraft

The two Vetcraft shops, in Toronto and Montreal, employ 27 persons, some of whom are veterans. These shop workers manufacture wreaths, crosses and other symbols of remembrance. The fifteen million poppies sold annually are assembled by workers at home on a part-time basis. The total production is sold exclusively, and at cost, to the Royal Canadian Legion.

Addresses - Head Offices

Veterans Affairs Canada
East Memorial Bldg.
284 Wellington St.
Ottawa, Ontario
K1A 0P4

Veterans Affairs Canada
P.O. Box 7700
Daniel J. MacDonald Building
161 Grafton St.
Charlottetown, P.E.I.

Canadian Pension Commission
P.O. Box 9900
Daniel J. MacDonald Bldg.
161 Grafton St.
Charlottetown, P.E.I.
C1A 8V6

Veterans Appeal Board
P.O. Box 7700
Daniel J. MacDonald Bldg.
161 Grafton St.
Charlottetown, P.E.I.
C1A 8M9

Bureau of Pensions Advocates
P.O. Box 7700
Daniel J. MacDonald Bldg.
161 Grafton Street
Charlottetown, P.E.I.
C1A 8M9

District Office
P.O. Box 1300
Confederation Court Tower
134 Kent Street
Charlottetown, P.E.I.
C1A 7M8

Veterans Affairs Canada has set up a special telephone service for your convenience. The P.E.I. number is toll free: 1-800-565-1528.